



ATLANTIC

b r o a d b a n d

Digital Video

High-Speed Internet

Phone

Customer Guide

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Welcome to Atlantic Broadband

Thank you for choosing Atlantic Broadband. Please take a few moments to read this guide and learn about your new service(s). You'll find the more you know about the features and options available, the more you'll enjoy them. This guide will be your resource for everything Atlantic Broadband has to offer. And we're here for you 24/7 with local customer and technical support. So sit back, relax and start enjoying your new world of home entertainment, information and communication services.

With Atlantic Broadband, everything just got better.

State-of-the-Art Entertainment

With our Digital Video services you'll be enjoying TV in a way you never dreamed possible! Our endless entertainment options include the best movies, sports, news, science and nature, kids and women's programming and CD-quality music channels plus so much more!

Digital Video service. There's something for everyone.

Feel the Power of Our Internet Connection

Our High-Speed Internet service offers you the fastest, most reliable home connection to the Internet available. And your Atlantic Broadband Home Page provides you with easy access to all the news, sports, entertainment and information you want on the Internet.

Check out your new homepage at: www.atlanticbb.net

Better Phone Service at a Better Price

Enjoy maximum flexibility with our Unlimited Phone service which includes calling to anywhere in the US, Puerto Rico & Canada plus Voicemail at no additional charge. Plus enjoy 15 FREE calling features and access to our Online Phone manager to help you manage your service.

Atlantic Broadband Phone service. Calling at your fingertips.



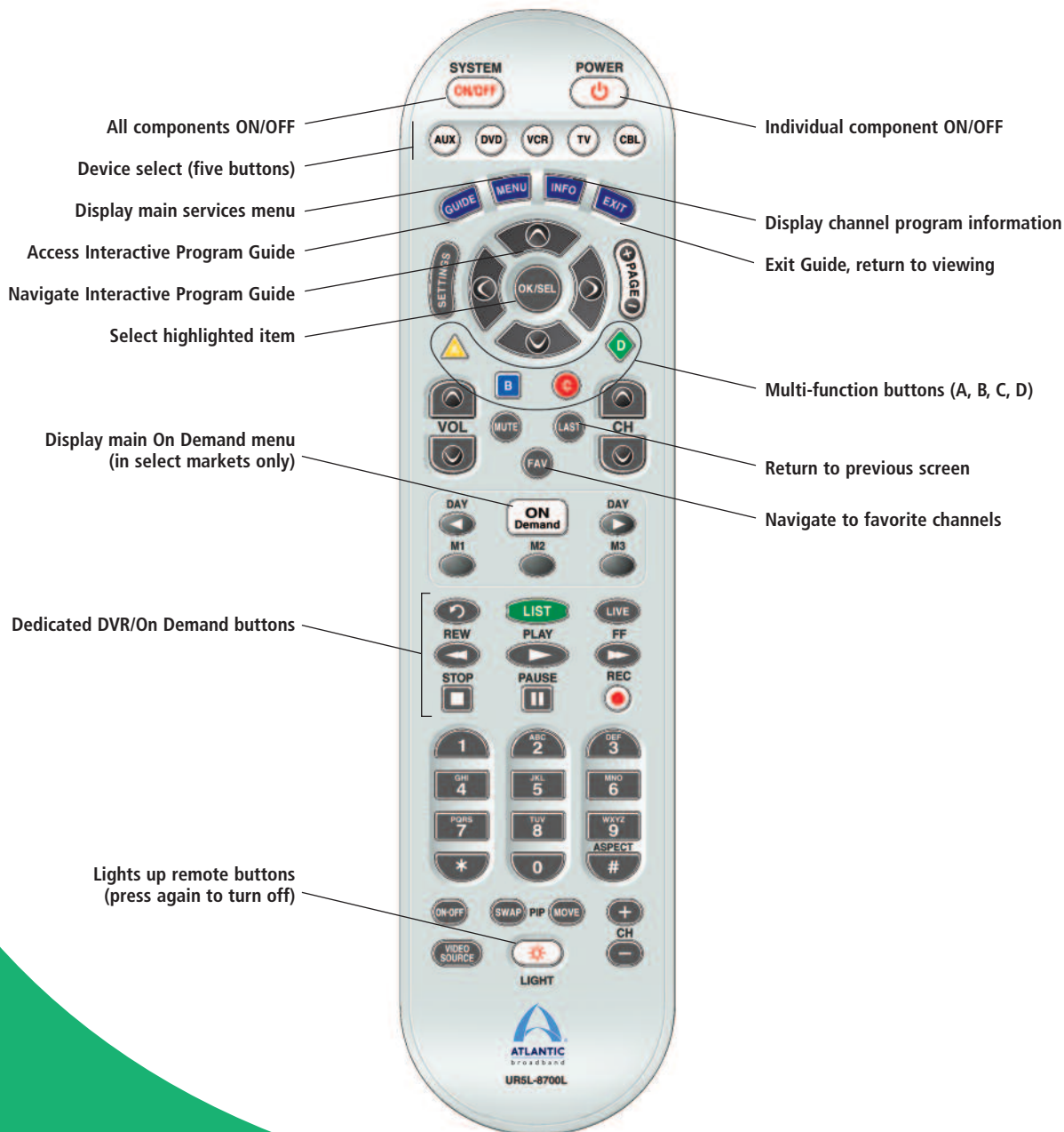
Your Digital Video Service

With your new Atlantic Broadband Digital Video service there's something for everyone including news, sports, movies, nature, music, kid's shows and much more. You'll enjoy state-of-the-art entertainment with crisp, digital picture quality on every channel.

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Using Your Remote Control

Your digital remote helps you navigate the spectrum of Atlantic Broadband services. Below is an overview of your remote's capabilities:



Programming Your Remote

There are 2 ways you can program your remote to work with specific components (TV, DVD, VCR, AUX). By following these steps, you should be able to control your TV's volume as well as to turn your TV on/off.

- 1 Use auto search programming by following the steps below.
 - A Turn on your TV (or VCR, DVD or AUX).
 - B Press the **TV** (or **VCR**, **DVD** or **AUX**) button and the **OK/SEL** button simultaneously. Hold for 3 seconds or until the TV (or VCR, DVD or AUX) button light is on.
 - C Continually press **CHANNEL** button until TV (or VCR, DVD or AUX) turns off.
 - D Press **TV** (or **VCR**, **DVD** or **AUX**) button again. The TV (or VCR, DVD or AUX) button light must blink twice to indicate the component has been successfully programmed.
- 2 Follow Remote instructions in the brochure delivered with your remote.

Interactive Program Guide

Use the Interactive Program Guide to see what's on other channels without missing any of the show you're currently watching. Find TV listings, program information, set reminders, order movies/events and more!

To Find TV Listings

Use the on-screen guide to view the current and upcoming programs by channel/time.

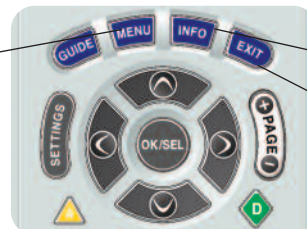
- 1 Press **GUIDE** (users in some markets may see a mini guide and will need to press **OK/SEL** to get to the full menu).
- 2 Use **UP** & **DOWN** arrows to scroll through channels.
- 3 Use **RIGHT** & **LEFT** arrows to scroll through times.
- 4 Press **NEXT** or **PREV** to view listings a page at a time.
- 5 Press **INFO** to read program descriptions.
- 6 Press **OK/SEL** to go to the highlighted channel.

To Get Current Program Information

Detailed program information is available at any time including channel, title, actors and rating.

- 1 Press **INFO**.
- 2 Press **INFO** a second time for more detailed program information.
- 3 Press **EXIT** to return to full-screen video.

To get channel listings



Current program description

Leave Guide

To Enjoy Additional Digital Services

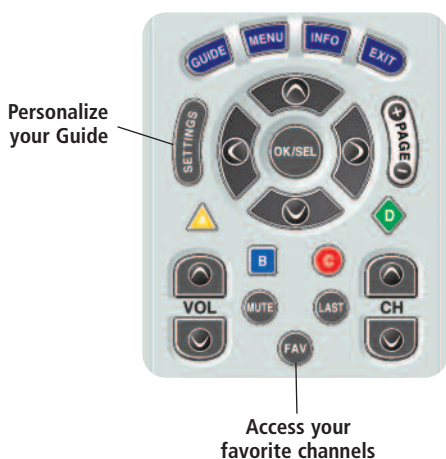
With Atlantic Broadband, TV is truly on your schedule. Watch what you want, whenever you want at the touch of a button. Services displayed vary based on availability in your area.

- 1 Press **MENU**.
- 2 Use **UP & DOWN** arrows to select from the menu of services.
 - TV Listings
 - On Demand / PPV
 - Digital Video Recording
 - HDTV
 - Digital Music
- 3 Press **OK/SEL** to make your selection.

To Exit From The Guide

You can easily return to watching your program at any time.

- 1 Press **EXIT** to return to full-screen video.



Favorite TV Channels

This feature allows you to access only the channels you watch most often.

To Set Up Favorites

- 1 Press **SETTINGS** twice.
- 2 Scroll through the list of options to select Favorites (may be called "Viewer Favorites") in some areas.
- 3 Follow the on-screen instructions.

To Use Favorites While Watching TV

- 1 Press **FAV**.
- 2 Continue to press **FAV** to scroll through your favorite channels.

To Customize Your TV to Receive Spanish Audio (SAP).

You can enjoy your favorite programs in Spanish if the broadcaster offers secondary audio options. Not all programs will have this option.

- 1 Press **SETTINGS** (some systems may require that you press **SETTINGS** twice).
- 2 Scroll to select "Enable SAP".
- 3 Follow the on-screen instructions.

Parental Controls

Atlantic Broadband offers a spectrum of programming for you to enjoy, however some content may not be appropriate for children. We provide Parental Controls so that you can decide what you want your children to watch.

Parental Controls can be used to prevent unauthorized purchases or to block specific channels or programs. There are separate PINs and actions that you must configure to activate each of these Parental Control functions.

You will set up Parental Control features differently based on where you live. Please review the on-screen guide images below and on page 8, then follow the instructions for whichever screen you see on your TV.



If your screen looks like this, use the following instructions.

To Block Unauthorized Movie/Event Purchases

You can set up a 4-digit Purchase PIN to restrict unauthorized ordering of On Demand/ Pay-Per-View movies & events. This Purchase PIN will need to be entered before any movie is purchased.

- 1 Press **MENU**.
- 2 Select the **HOME** icon.
- 3 Choose **SET UP**, then select **PINS SET UP**.
- 4 Follow on-screen instructions to set your Purchase PIN.

To Block Viewing by Channel or Rating

You must set up “locks” to prevent unauthorized viewing of a specific program, title or entire channel while in the program guide or while watching TV.

- 1 Press **MENU**.
- 2 Select the **LOCKS** icon to access the locks set up screen.
- 3 Enter your 4-digit PIN. If you are setting up a lock for the first time, you will be prompted to set a 4-digit security PIN.
- 4 From this screen you can block by title, TV or Movie rating or by a complete channel. You may also choose to replace adult titles with a generic description.
- 5 A lock indicator will appear next to a locked title in the TV listings to let you know that a program is locked.

To Restore Parental Control Locks

If you have chosen to remove a lock in order to watch a particular show or channel, you have two options to restore this lock.

- 1 Simply turn off your digital receiver and turn it back on. All cleared locks will be restored.
- 2 Press **INFO** twice to bring up the program information screen.
- 3 Select the **LOCK** icon and enter your 4-digit PIN. The program will now be locked again.



If your screen looks like this, use the following instructions.

To Block Unauthorized Movie/Event Purchases

You can set up a 4-digit Purchase PIN to restrict unauthorized ordering of On Demand/ Pay-Per-View movies & events. This Purchase PIN will need to be entered before any movie is purchased.

- 1 Press **SETTINGS** twice.
- 2 Press the **UP** arrow to highlight Purchase: PIN. Press **OK/SEL**.
- 3 Press **OK/SEL** again. You will be prompted to enter the current PIN. The default PIN is 0000.
- 4 Enter your new PIN. You will be asked to confirm your entry a second time.
- 5 Press **EXIT** to return to your current program.

To Block Viewing by Channel or Rating

You can require a special 4-digit block PIN be entered before certain programming can be viewed.

- 1 Press **SETTINGS** once.
- 2 Use the **UP & DOWN** arrows to highlight "Turn On Parental Control".
- 3 Press **OK/SEL**.
- 4 Enter your PIN to turn it on.
NOTE: The default block PIN is 0000.

Using Your PIN to Block by Channel/Rating

- 1 Press **SETTINGS** twice.
- 2 Press the **UP & DOWN** arrows to highlight BLOCK: CHANNEL (or BLOCK RATING).
- 3 Press **OK/SEL**.
- 4 Enter your Parental Control block PIN.
- 5 Press the **UP & DOWN** arrows to highlight the channel (or rating) you wish to block.
- 6 Press **OK/SEL**. A lock will appear.
- 7 To unblock channel (or rating), press **OK/SEL** again while on selected channel/rating.
- 8 You can block as many channels (or ratings) as you wish.
- 9 Press **A** to accept.
- 10 Press **EXIT** to return to your current program.

To Restore Parental Controls

If you choose to deactivate your Parental Controls in order to make a purchase or to watch a blocked channel, you will be disabling Parental Control for ALL channels. You **MUST** turn off your digital receiver in order to restore Parental Controls for all channels.

On Demand (In Select Markets Only)

Atlantic Broadband On Demand lets you choose from thousands of movies and programs in our library, many of them free. Use your remote to pause, rewind or fast forward your program just like with your VCR/DVR. You can watch what you want, when you want. In addition, customers who have HBO, Showtime, or Cinemax will enjoy On Demand programming from those channels as part of their service.

Using Atlantic Broadband On Demand

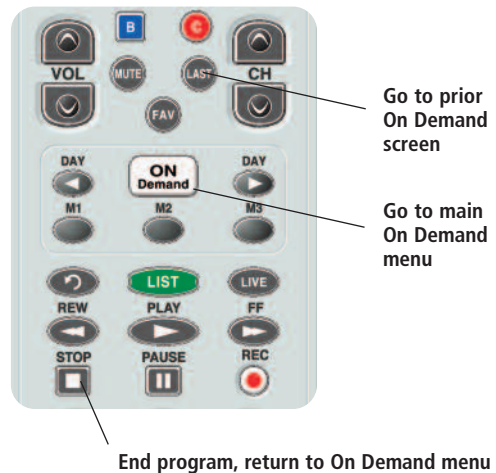
To access Atlantic Broadband On Demand, you must have Digital service or a digital receiver.

- 1 Tune to Channel 1 or press **ON DEMAND**.
- 2 Scroll through the category options to select your desired category.
- 3 Press **OK/SEL** to make your selection and move to the next screen.
- 4 While watching you can use your remote to **PAUSE**, **STOP**, **FF** or **REW**.
- 5 Press **STOP** to exit currently playing program and return to the On Demand menu.
- 6 Press **LAST** to return to prior On Demand screen.

Movies, events and other programs are typically available for 24 hours after rental. Adult programs are available for 8 hours after rental. You can watch a program as many times as you like within this rental period. To resume watching a previously rented program, go to that program's category and select the "My Rentals" or "Saved Programs" option.

Using Parental Controls with On Demand

You can easily set a Purchase PIN in order to prevent unauthorized users from buying any content that must be purchased – such as movies, adult movies or events. If you subscribe to HBO or Cinemax, you may want to also block access to these On Demand channels as they also have mature programming. For more information on Parental Controls, please go to page 7 of this guide.



Digital Video Recording Service

Our DVR service gives you the ability to easily record hours of your favorite shows – whenever they're on. With DVR service, you can record one show while watching another at the same time. Or, record two shows and watch a third, pre-recorded show simultaneously.

While you watch live TV, our DVR service will make a temporary recording so that you can pause, rewind, fast forward, or even see replays in slow motion.

Pause, Fast Forward or Rewind Live TV

- 1 To pause a program, press **PAUSE**. The pause status bar will appear.

You can pause a program for up to 45 minutes. When you're ready, simply press **PLAY** to resume watching the program.

- 2 To navigate within a program, you can press **REW** or **FF**.

Pressing **REW** or **FF** multiple times will cycle through the different speeds of rewind and fast forward.

For programs currently in progress, you can rewind up to the time that you tuned to the current channel or for a maximum of 45 minutes.

You can only fast-forward up to the point of a live broadcast – you cannot fast forward ahead of live TV.

Instant Replay

Press **INSTANT REPLAY** to replay the last 10 seconds of a program. Pressing **INSTANT REPLAY** a second time will jump back another 10 seconds.

Return to Live TV

Press **LIVE** to return to the current point in a program.

Easily Record TV Programs

DVR service makes recording your favorite programs simple. You can save programs with the touch of a button or program your DVR to record shows whenever they air.

Record While You Are Watching

- 1 Press **REC**.
- 2 Follow the on-screen instructions.

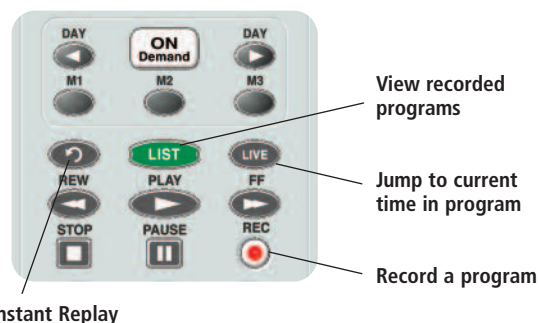
Record From TV Listings

- 1 Press **GUIDE**.
- 2 Press the arrow keys to highlight the program you wish to record.
- 3 Press **REC** and follow the on-screen instructions.

A red light on the front panel of your receiver will be lit once recording has begun. The program to be recorded will also be highlighted on your on-screen guide.

If You Want to Record Two Programs at Once

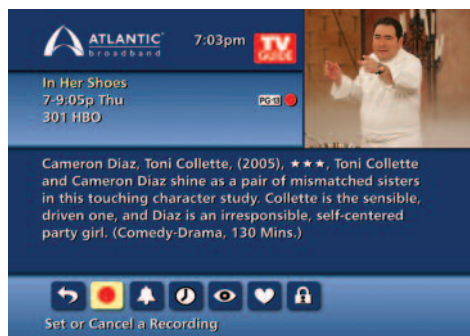
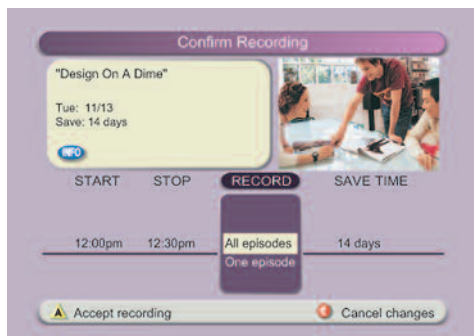
- 1 Press **GUIDE**.
- 2 Highlight the program you want to record.
- 3 Press **REC** and follow the on-screen instructions.



Record a Series

With Atlantic Broadband DVR service, you can record multiple episodes of a TV program.

- 1 Press **GUIDE**.
- 2 Follow the instructions based on the screen you see on your TV:



- 1 Press **REC**.
- 2 Choose One Episode or All Episodes. Notice the information in the fourth column changes, based on your selection. Press **A**. If you selected All Episodes from the third column, the All Episode Recording Options screen appears.
- 3 Choose one of the options on the screen.
In the All Episode Recording screen, choose one of the following options:
 - First Run only on this channel – Note: This option is subject to availability in your area.
 - On this channel at any time.
 - On this channel this day in this time slot.
 - On this channel any day in this time slot – Note: This option records the program any day that the program airs in this time slot.
- 4 Press **OK/SEL** to save your settings.
- 1 Press **GUIDE** on your remote to view the TV Listings.
- 2 Highlight the program you want to record. Press **OK/SEL** on your remote and select the Record icon from the Program Information screen.
- 3 The Confirmation screen appears. Select the Create a Series Recording icon.
- 4 Specify your recording options:
 - First Run Only, First Run and Repeats, or All Episodes.
 - Save no more than 1-7, or All Episodes.
 - Save Recordings until "Space is Needed" or "I Delete".
- 5 Select the Confirm Series Recording icon to confirm the recording.

Watch Recorded Programs

- 1 Press **LIST**. If your remote does not have a LIST button, press **MENU** and navigate to the DVR section.

HDTV

Our HDTV service delivers movie theater quality to your living room with Dolby® Digital 5.1 surround sound and 1080i transmission for crystal clear picture resolution. That's 10 times sharper than regular TV and a 33% larger wide-screen image. Our HD service includes all your favorite broadcast channels; ABC, NBC, CBS plus the following top channels:



Specific HD channels are subject to availability. Your HD channels are located on different channels than the standard definition equivalent. Consult the channel line-up for your local HD channel locations. Contact Atlantic Broadband for HDTV service availability in your area.

HDTV Requirements

To enjoy HDTV, you must have both an HDTV set and a specific HD receiver from Atlantic Broadband. Simply plugging your HDTV set into an active outlet will not deliver an HD signal to your HDTV set. Not all Atlantic Broadband receivers are HD. If you are not sure you have the correct receiver, please contact Atlantic Broadband.

Connecting Your HDTV

There are two types of cables that can be used to connect your HD receiver to your HDTV set.

- 1 Component cable – Atlantic Broadband uses this cable which has 5 RCA connectors.
- 2 HDMI cable – this cable combines all 5 ends into one connector.

Both cables will produce quality results. Your picture or sound will not improve by using an HDMI cable.

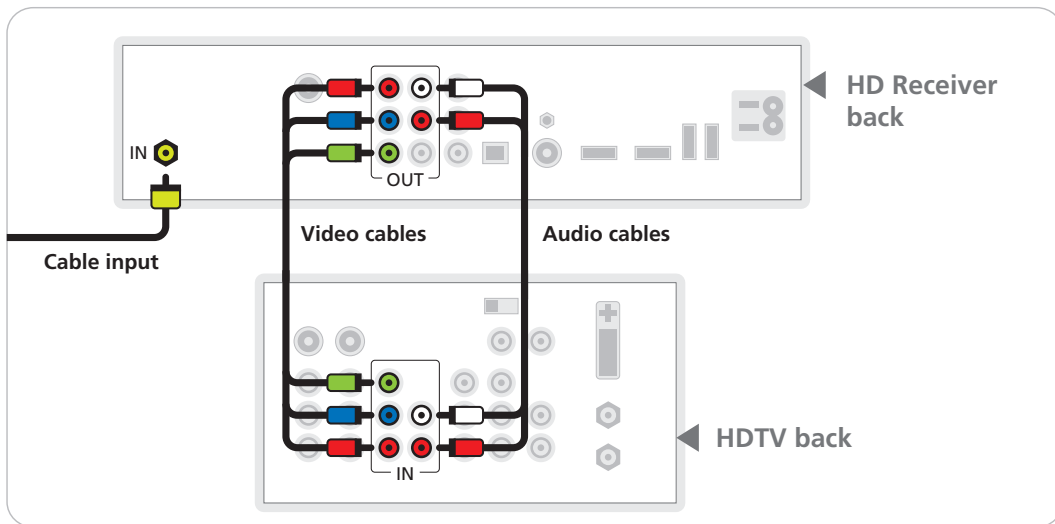
HDTV Screen Dimensions

Watching standard definition channels on HDTV may result in different screen dimensions and you may see bars on both sides of your screen. Refer to your TV manual for instructions on how to stretch your picture to fill the entire screen. Stretching the picture can cause distortion. This is not a result of your Atlantic Broadband service.

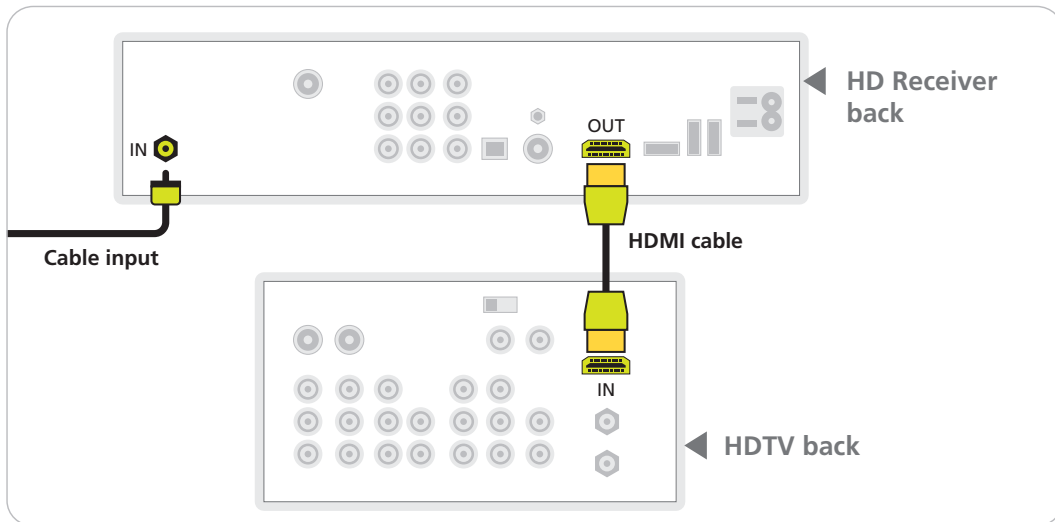
Connecting Your Components

If you have an HD DVR receiver and an HDMI input on your TV, you can use a single HDMI cable instead of a component cable. Both cables will produce the same quality results.

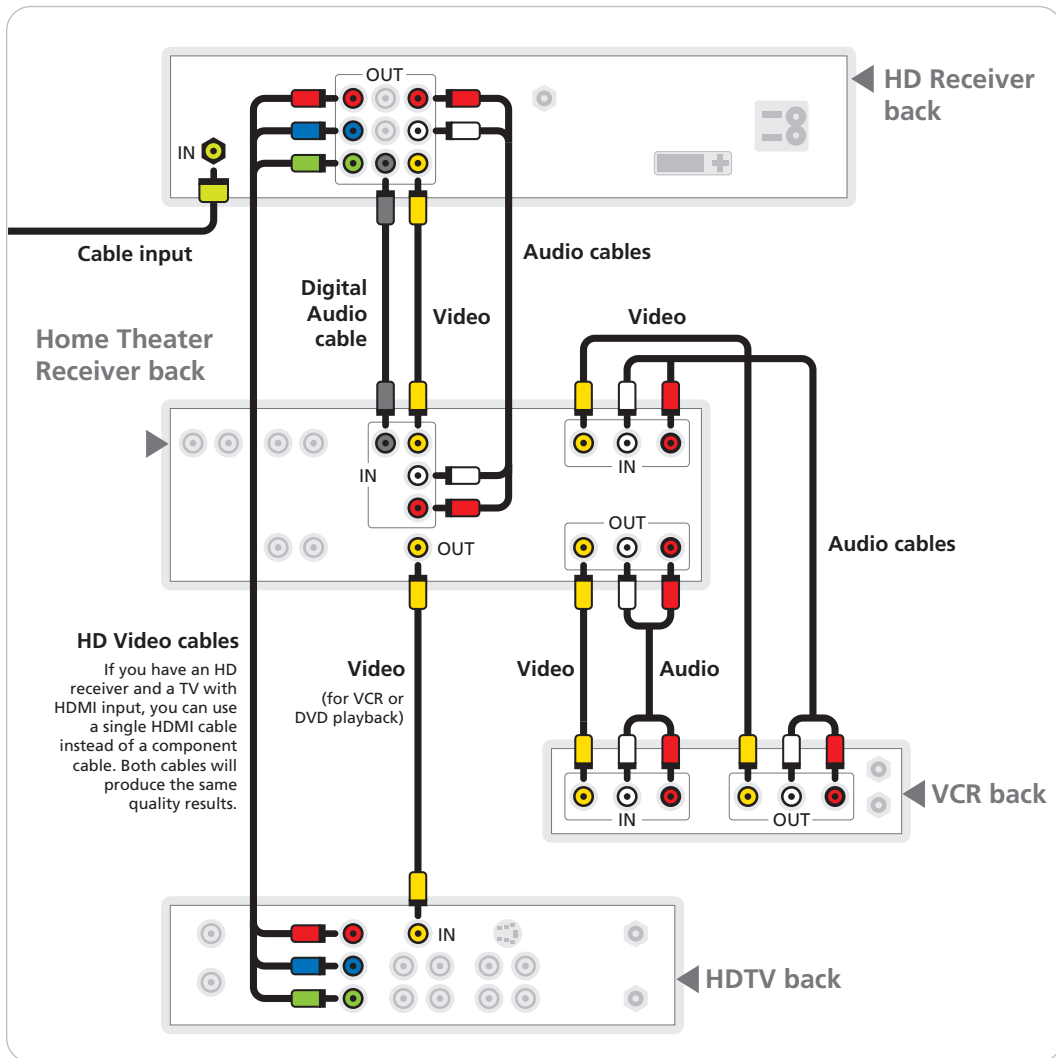
To Connect HD Using Component Cables



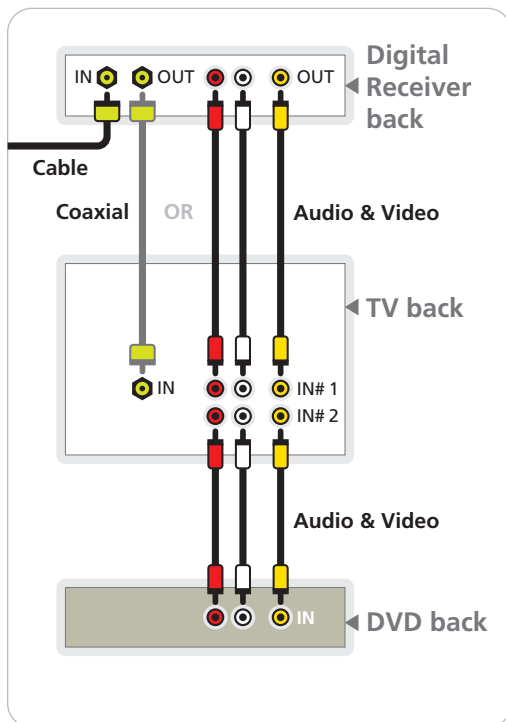
To Connect HD Using an HDMI Cable



To Connect an HD Receiver With Your Home Theater System

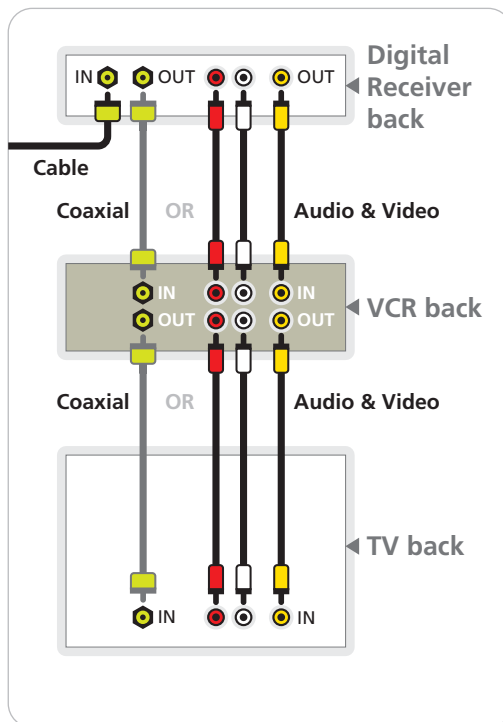


Connecting a DVD player



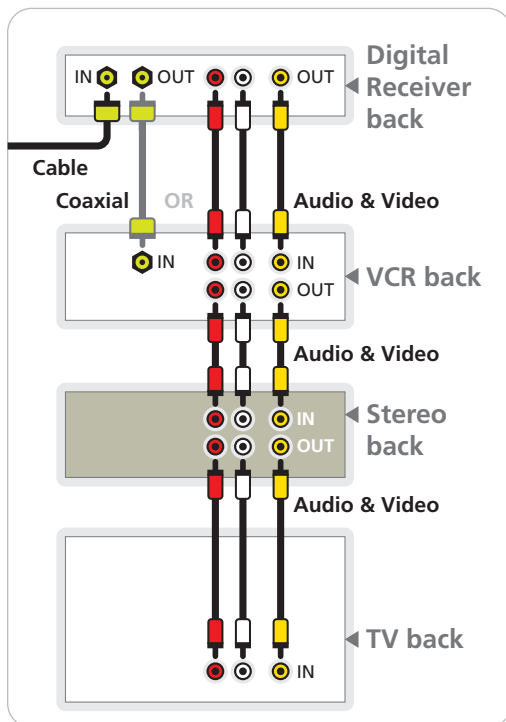
- 1 Connect the coaxial cable from the wall to **IN** of the digital receiver.
- 2 Connect the coaxial cable from **OUT** on the digital receiver to **IN** of the TV or connect the A/V cables from Audio **OUT** jacks on the digital receiver to the Audio **IN** (#1) on the TV. Connect the cables red to red, white to white, and yellow to yellow.
- 3 Connect the A/V cables from Audio **OUT** jacks on the DVD to the Audio **IN** (#2) on the TV.

Connecting a VCR



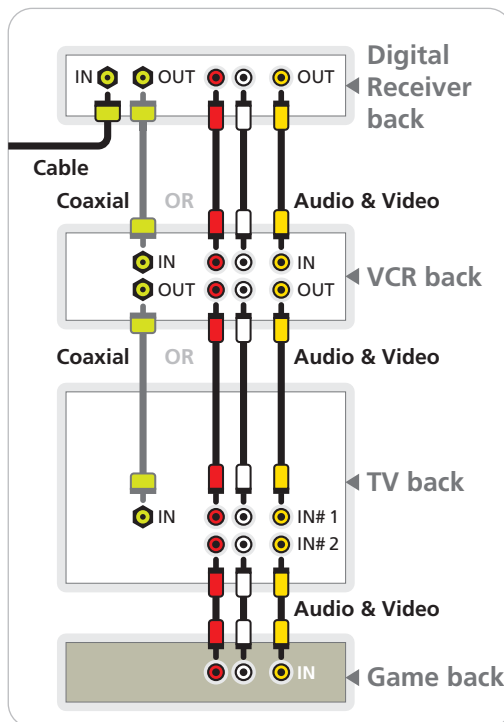
- 1 Connect the coaxial cable from the wall to **IN** of the digital receiver.
- 2 Connect the coaxial cable **OUT** from the digital receiver to **IN** of the VCR or connect the A/V cables from the Audio **OUT** jacks on the digital receiver to the Audio **IN** jacks on the VCR. Connect the cables red to red, white to white, and yellow to yellow.
- 3 Connect the coaxial cable **OUT** from the VCR to **IN** of the TV or connect the A/V cables from the Audio **OUT** jacks on the VCR to the Audio **IN** jacks on the TV.

Connecting a Stereo



- 1 Connect the coaxial cable from the wall to your digital receiver.
- 2 Connect the cable **OUT** from the digital receiver to **IN** of the VCR or connect the audio/video (A/V) cables from the Audio **OUT** jacks on the digital receiver to the Audio **IN** jacks on the VCR. Be sure to connect these cables red to red, white to white and yellow to yellow.
- 3 Connect the A/V cables from the Audio **OUT** jack on the VCR to the Audio **IN** jacks on the back of the stereo.
- 4 Connect the A/V cables from Audio **OUT** on the stereo to the Audio **IN** jacks on the TV.

Connecting a Game System



- 1 Connect the coaxial cable from the wall to **IN** of the digital receiver.
- 2 Connect the coaxial cable **OUT** from the digital receiver to **IN** on the VCR or connect the A/V cables from Audio **OUT** jacks on the digital receiver to the Audio **IN** jacks on the VCR. Connect the cables red to red, white to white, and yellow to yellow.
- 3 Connect the coaxial cable **OUT** from the VCR or connect the A/V cables from Audio **OUT** jacks on VCR to the Audio **IN** (#1) on the TV.
- 4 Connect the A/V cables from Audio **OUT** jacks on game system to the Audio **IN** (#2) on TV.

Basic Troubleshooting

Problem: No sound

Possible Cause: **MUTE** is accidentally pressed on your remote control.

Try This: Press **MUTE** on the remote control to restore the volume level.

Problem: No picture

Possible Cause: Cable signal may not be reaching your home.

Try This: Check the signal on all TVs in your home. If all TVs are not working, please call Atlantic Broadband Customer Care. If only one TV is not working, check to make sure all cables are connected properly and your TV is tuned to the cable channel (3 or 4).

If you still aren't receiving a cable signal, please call Atlantic Broadband Customer Care.

Problem: Picture or sound is snowy

Possible Cause: Cable is disconnected or loose.

Try This: Reconnect the cable. Make sure digital receiver is ON and your TV is on Channel 3.

Problem: No power

Possible Cause: The power cord is disconnected.

Try This: Reconnect the power cord. Ensure that the digital receiver is plugged into an electrical outlet that cannot be turned off by a switch.

Problem: REC is displayed on the front led display on my digital receiver and I cannot change any settings via my remote

Possible Cause: The record button was pressed on the remote control but there is not a DVR or any other recording device to activate the function.

Try This: Press **EXIT** twice to remove **REC**. You should now be able to use your remote.

Problem: Remote control doesn't work

Possible Cause: Dead batteries; obstruction between the remote and the cable terminal; the remote isn't set in Cable TV mode.

Try This: Change the batteries in your remote control.

OR Press **CBL** on your remote.

OR Make sure nothing is on the digital receiver or blocking a clear line of sight between the receiver and the remote.

Problem: Cannot find the secondary language option

Possible Cause: The SAP (secondary audio program) is located on your TV.

Try This: Please consult your television user guide to find out if your TV has this feature. If it does, it can be easily turned on or off on the TV itself.

Problem: The DVR does not respond when pressing keys on remote

Possible Cause: DVR must be powered on and your remote must be in cable mode.

Try This: To turn on the DVR, press **CBL** and then **POWER**.

Problem: Error 221, 222 or 301 on screen while using On Demand

Possible Cause: This error means that your account is past due or you have reached your credit limit.

Try This: Please contact Atlantic Broadband or use our online bill payment tool to resolve this situation. You will be able to purchase On Demand programs within minutes after making a payment.

Problem: On some of my local channels, the audio does not match the program being displayed

Possible Cause: SAP is enabled.

Try This: Press **SETTINGS** once, highlight 'disable SAP' and click **OK/SEL**.

Frequently Asked Questions

How do I block out channels I don't want to receive?

You can block channels by using the Parental Control feature. Parental Control lets you set a PIN number (lock) and block programs by rating, channel or title.

How do I program my remote?

There are two ways to program your remote to work with specific components (TV, DVD, VCR, AUX). Please go to page 5 of this guide to learn more.

Will my DVR still record scheduled shows if it is turned off?

Yes. The DVR does not need to be on to record a show, but it does need to be plugged in and have power.

Will I lose my recordings if my DVR loses power?

No. Your recordings are saved to a hard disk until they are erased. The only recordings that you may miss are any that may be scheduled for recording while the power is not on.

If I have DVR, how far back can I rewind live TV?

You can rewind up to the time that you tuned to the current channel or a maximum of one hour. For instance if you tuned to a program 20 minutes ago, you will be able to rewind for 20 minutes.

Will DVR extend recording if a sports event goes into overtime?

Not automatically. The DVR service records programs for specified time periods. For sports events that may go into overtime, you may wish to extend the recording time by manually changing the Stop/End Time from within your DVR recording screen.

Can I watch a program while I'm recording?

Yes. You can watch another live program while recording a different program.

Can I record two shows that air at the same time?

Yes. Your DVR has two tuners so you can record two programs at once. Just highlight each program in your on-screen guide and press **RECORD**.

Sometimes a recording starts a minute or two after a program has begun. Why?

The DVR is synchronized with the TV Listings. If a network starts a program a minute earlier than the on-screen guide's scheduled time, your DVR will miss that first minute unless you program it to start early.

Only part of my program recorded. Why?

If the beginning of a program didn't record, you may have tuned to it after the program began. If the end didn't record, you may have reached the storage limit before the program ended or the receiver may have lost power.

Is there a way to recover an erased program with DVR service?

No. Erased programs are deleted permanently from the DVR.

Do Parental Controls that I set in the Interactive Program Guide carry over to my DVR service?

Yes. If you block programs by Channels or Ratings in the General Settings menu, those settings are carried over to DVR recordings. Blocked programs scheduled for recording will still be recorded, but you will have to enter the proper PIN/PIP to view them.

How do I access Atlantic Broadband On Demand?

You must have an Atlantic Broadband digital receiver and live in an area where On Demand service is available. To access the main On Demand menu, simply tune to Channel 1 or press **ON DEMAND** on your remote. Navigate to your selection using the arrow and select keys and follow the onscreen instructions.

How long do I have to watch a selection?

Movies, events and other programs are typically available for 24 hours after rental. Adult programs are available for 8 hours after rental. You can watch a program as many times as you like within this rental period.

What if I stop watching a movie in the middle?

You can restart your program from the same point anytime within the rental period.

If I order a movie, can I watch it on a second digital receiver?

Yes. You can watch a rented movie on any digital receiver in your home during its rental period. However, when you watch it on a different receiver, the program will start from the beginning.

Can I record an On Demand program with my DVR?

No, but you don't really need to. On Demand provides similar pause, rewind and fast forward functions as your DVR – and like a DVR, its available anytime you want to watch it.

Do I need an HDMI cable to connect my HDTV?

You can use either a component cable or HDMI cable to connect your HD receiver to your HDTV set. Atlantic Broadband uses component cable. Both cables produce quality results. Your picture and sound will not improve by using an HDMI cable.

I thought I only needed an HDTV set to enjoy HD channels?

To enjoy HDTV, you must have both an HDTV set and a specific HD receiver from Atlantic Broadband. Simply plugging your HDTV set into an active outlet will not deliver an HD signal to your HDTV set. Not all Atlantic Broadband receivers are HD so please contact Atlantic Broadband if you are unsure.

Why do some channels show up with bars on either side when I try to watch on my HDTV set?

Watching standard definition channels on HDTV sets may result in different screen dimensions and you may see bars on both sides of your screen. Refer to your TV screen for instructions on how to stretch your picture to fill the entire screen. Stretching the picture may cause distortion which is not a result of your Atlantic Broadband service.



Your High-Speed Internet Service

Atlantic Broadband High-Speed Internet service is the fastest, most reliable home connection to the Internet available. Enjoy the ease and speed of email and Web surfing. Get faster downloads for family photos, your favorite music, streaming audio and video, and more. It's all there for you with your new Atlantic Broadband High-Speed Internet service!

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Getting Connected

There are 3 steps to getting connected. First, you need to confirm your computer meets certain hardware and software requirements. Next, you need to connect your equipment, and lastly it is necessary to run the Atlantic Broadband Install Wizard before using your system.

Confirm System Requirements

For a PC

Windows XP through Windows 7
 512 Megabytes of available hard disk space
 756 Megabytes of RAM (we recommend at least 1 Gigabyte)
 1.8 GHz processor or higher
 1 Network Interface Card (NIC), Ethernet Capable or Universal Port

To check your computer's capabilities, go to start menu, click on control panel and select the System icon.

For a Mac

OS 9.2 through Mac OS X Lion
 512 Megabytes of available hard disk space
 756 Megabytes of RAM (we recommend at least 1 Gigabyte)
 1.8 GHz Processor or higher

To view your computer's capabilities, click on the Apple icon on your toolbar and choose Apple System Profiler.

Connecting Your Equipment

To connect your equipment, use the diagrams on the opposite page.

Understanding Your Modem



Power Light
DS (downstream) Light
US (upstream) Light
Online Light
Link Light

Lights 1-4 If your system is functioning properly these lights will be solid green. They will flash if your modem is reset or if there is a problem.

Link Light This light will be solid green when a device is connected. It will flash if the device is in use.

If you have a Motorola modem with a Standby button on the top and a Standby light on the front this button disables your Internet connection. As long as the Standby light is dark, do not press this button unless instructed to do so by Atlantic Broadband Customer Care. If this Standby light is on, your Internet will not work. You should press the Standby button on top of modem until light goes off. This should restore your Internet connection.

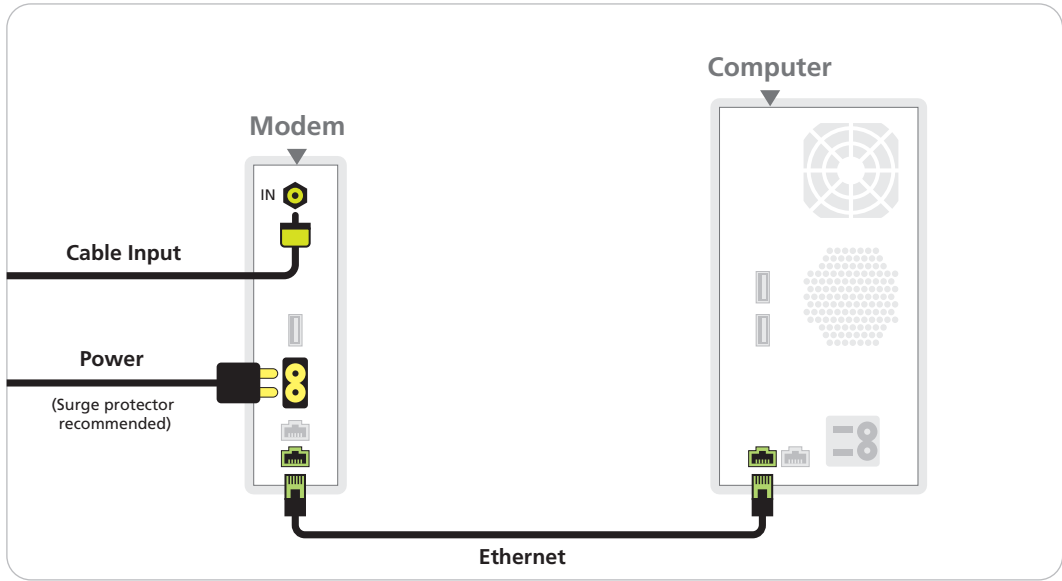
Running Install Wizard at: start.atlanticbb.net

As the last installation step, be sure to run the Atlantic Broadband Install Wizard. This will confirm your computer meets the minimum requirements, confirm your Internet connectivity, configure your email account and set your new Home Page.

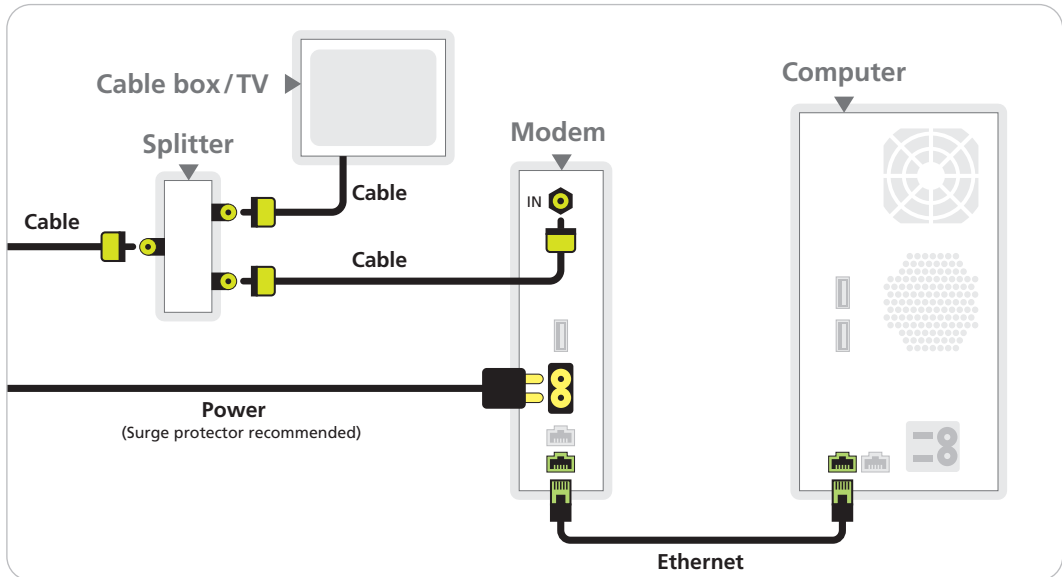
You may wish to run the Atlantic Broadband Install Wizard on every computer in your home.

- 1 Go to: start.atlanticbb.net
- 2 Follow the on-screen instructions

Equipment Set Up For Internet

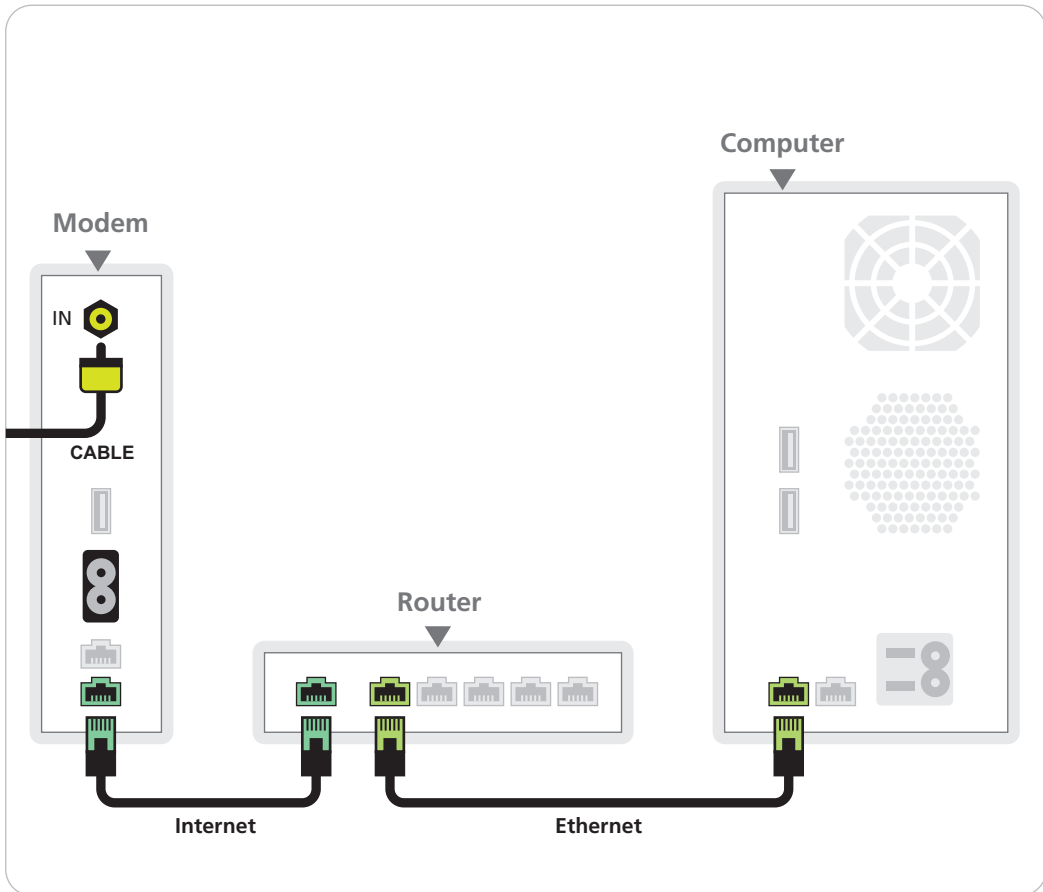


Equipment Set Up For Internet and TV



Home Networking

To configure a router with an Atlantic Broadband connection, follow the instructions below:



- 1** Turn off your modem.
Unplug your cable modem. This will prepare the modem to connect a new device.
- 2** Connect your modem, router and computer together.
Once your modem is unplugged, connect the modem to the router's Internet (or WAN) port and connect your computer to any Ethernet port on the router.

- 3 Configure your router for a broadband connection.
 - A If your router requires a set up prior to use, follow the instructions in the router's manual or installation CD.
 - B Choose "Automatic Configuration" or "DHCP" for the connection type. Your router will be configured to receive connection information automatically from Atlantic Broadband.
- 4 Power cycling your modem and router.
 - A Unplug the router's power cable.
 - B Unplug the modem's power cable and wait for 30 seconds. If you have Atlantic Broadband Phone service, you must reset the phone modem. Use a paper clip to reboot the EMTA recessed button on the back of the modem.
 - C Plug in the modem's power cable and wait for its lights to stop flashing.
 - D Plug in the router's power cable and wait 20 seconds.

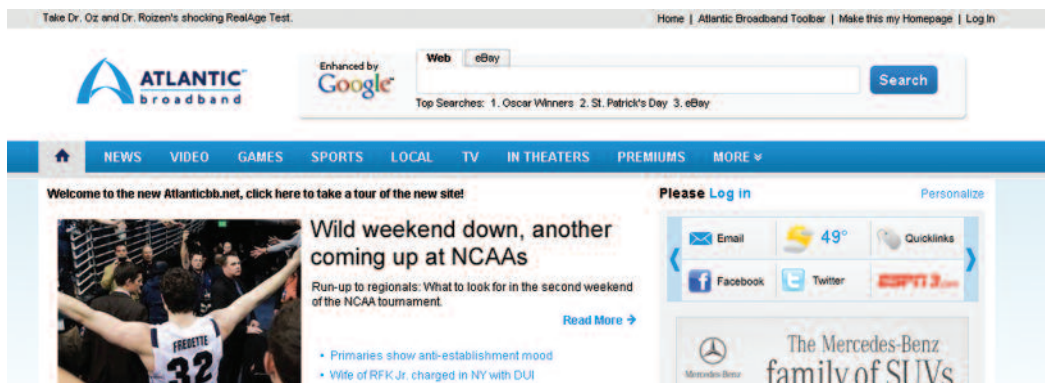
If you need assistance setting up a secured network, please refer to the router owner's manual or contact your router manufacturer.

Technical Support Hotlines:

Linksys	1-800-326-7114
Belkin	1-800-223-5546
D-Link	1-877-453-5465
Gateway	1-800-369-1409
Apple Airport	1-800-275-2273
Dell	1-800-624-9896
Netgear	1-888-638-4327

Protecting Your Home Networks

A broadband connection is ideal for sharing across multiple computers in your home. If you're running a wireless network, we strongly recommend that you enable the access control settings that come with your wireless access point. Otherwise, anyone in the vicinity can easily detect and gain access to your home network and you may be held liable for their online actions or at risk for security breaches.



Your Atlantic Broadband Home Page www.atlanticbb.net

Atlantic Broadband's Home Page is your one stop to check and send email, and to see all the latest news, sports, entertainment and information you want. You can even personalize your Atlantic Broadband Home Page to your specific interests – and with search powered by Google™, you're just a click away from anything you want to find.

Logging in to Your Personal Atlantic Broadband Home Page

Checking email or personalizing your Home Page is easy with your login (your Atlantic Broadband email address) and password.

If you do not have an email address or have forgotten your password, please contact Atlantic Broadband.

- 1 Select **LOG IN** in the upper right corner of the Atlantic Broadband Home Page.
- 2 Enter your Atlantic Broadband email address and password.
- 3 Click **LOG IN**.

After logging in once, you will be able to personalize your Home Page to see exactly what you want, without logging in again.

Setting Your Home Page to Atlanticbb.net.

- 1 Once on the **www.atlanticbb.net** website, click on the link at the top right corner that says **MAKE THIS MY HOME PAGE**.
- 2 Follow the directions in the dialog box that appears on your screen.

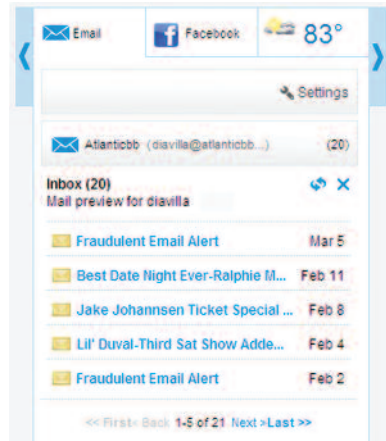
Customizing Your Home Page

Once you have logged in, you may personalize your Home Page by shifting around elements of the page, adjusting the quick links and modifying the color scheme of the page.

- 1 Click on the **PERSONALIZE** link at the top right hand side of the screen to expand the **PERSONALIZE YOUR HOMEPAGE** menu.
- 2 Follow the on-screen instructions.

Using Atlantic Broadband Webmail

The webmail feature lets you check your email and manage your email settings from any computer with a web browser at: **www.atlanticbb.net**.



- 1 Click on **EMAIL** and you will be taken automatically to your webmail inbox.
- 2 Click on any message to see the full message.
- 3 From your inbox, you can manage your email settings by clicking the **OPTIONS** tab at the top of the page. In the **OPTIONS** menu, you may perform tasks such as creating an email signature, setting a vacation message, auto-forwarding email or changing your password.
- 4 If you change your password, you will be required to re-login to the Home Page and you must use your new password.

Managing Your Email

Your Atlantic Broadband service comes with ability to have multiple email addresses based on your service level. To set up your first email address, you must call Atlantic Broadband.

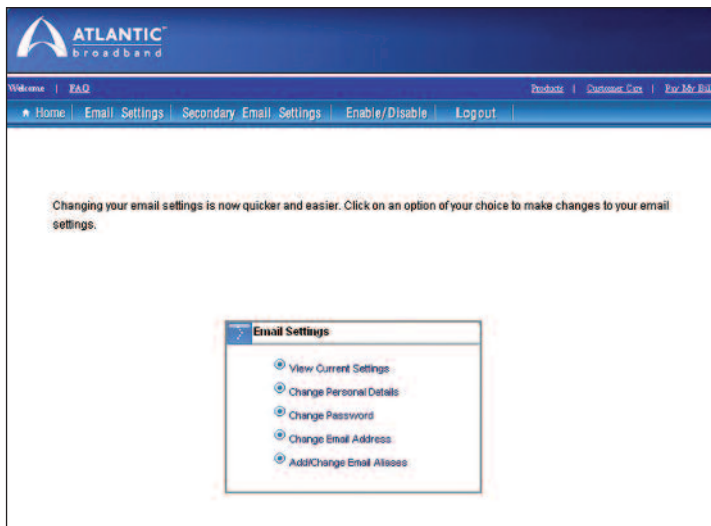
To manage or create new secondary email accounts go to: **emailtools.atlanticbb.net**. You will use the online tool to manage email account preferences and settings, create additional email accounts or change your password.

At Atlantic Broadband we provide unlimited email storage. However, we reserve the right to charge customers using in excess of 500 MB storage.

Configuring Your Email

There are 3 ways to configure your email.

- 1 The easiest way is to use webmail at: **www.atlanticbb.net**. There is no configuration required.
- 2 If you would like to use an email client instead of webmail, Atlantic Broadband recommends Outlook Express which comes installed on most PC's, Mac Mail or Microsoft Entourage. If you have a PC you can use our Install Wizard at: **start.atlanticbb.net**. To automatically configure Outlook Express or use the directions on the opposite page.
- 3 If you are an advanced user and would like to configure your own email client, use the following server addresses:
 - Incoming: pop.atlanticbb.net
 - Outgoing: smtp.atlanticbb.net



For Windows XP through Windows 7

- 1 Open Outlook Express or Windows Mail.
- 2 Click **TOOLS, ACCOUNTS** from the menu.
- 3 Click on the **MAIL** tab, then click on **ADD** and select **MAIL**.
- 4 Fill in your name as you would like it to appear in the "From" notation on emails you send. Click **NEXT**.
- 5 Make sure that **I ALREADY HAVE AN EMAIL ADDRESS I'D LIKE TO USE** is selected. Enter your full email address and click **NEXT**.
- 6 Provide the email server names.
 - Choose POP3 for the server.
 - For Incoming Mail, type pop.atlanticbb.net.
 - For Outgoing Mail, type smtp.atlanticbb.net.
 - Select box next to "Password authentication for the outgoing server." Click **NEXT**.
- 7 In the **ACCOUNT NAME** box, enter your user name (all of the characters to the left of the @ sign in your email address).
- 8 In the password box, enter your password. You might want to check the **REMEMBER PASSWORD** box so that you don't have to re-enter your password each time you use your email. Click **NEXT**.
- 9 Check the **LOGIN USING SECURE PASSWORD AUTHENTICATION** box.
- 10 Click **FINISH**.

For Mac

- 1 In the Mac Mail Top Toolbar click **MAIL**, then click **PREFERENCES**.
- 2 In the box that appears, click on **ACCOUNTS**, then click on the + symbol that appears in the lower left corner.
- 3 Type in your full name, email address and password, then click **CONTINUE**.
- 4 In the Incoming Mail Server menu, type in the following values:
 - For account type choose: POP
 - Description: pop.atlanticbb.net
 - Incoming Mail Server: pop.atlanticbb.net
 - User name: your email address without the @atlanticbb.net. This is usually automatically filled in if email address was provided above.
 - Password: your email account password
- 5 Click **CONTINUE**.
- 6 In the Outgoing Mail server menu, please type in the following values:
 - Description: smtp.atlanticbb.net
 - Outgoing Mail Server: smtp.atlanticbb.net
 - Check the "Use Authentication" box
- 7 Click **CONTINUE**.
- 8 In the Account Summary menu, review to be sure all information is correct, then click **CREATE**.

You have now setup your email to work with Mac Mail!

Online Security

We want you to have a secure, hassle-free online experience. To help, Atlantic Broadband offers our NetSafe Security Suite to all High-Speed Internet customers for free. NetSafe is an advanced, all-in-one Internet security tool from a leading security software provider that can help protect your computer from harmful viruses, hackers and privacy threats.

Atlantic Broadband NetSafe Security Includes:

- Full anti-virus protection leveraging the largest continuously updated library of virus definitions keeps your PC safe.
- A software firewall that monitors the connections to your PC and ensures that only allowed and safe data and traffic can be passed between your computer and the world.
- Spyware and pop-up blocking technology that stops unwanted ads and potentially malicious spyware dead in their tracks. Together, these services act like an alarm system and police squad to protect your PC.
- Parental Controls blocks your children from inappropriate websites, sets time limits on their internet usage, monitors the sites they visit and sends regular reports of their browsing history via email.
- Anti-phishing database watches for suspect sites and alerts you when you hit a destination that might be fraudulent. This live protection protects you in a manner often overlooked by conventional security solutions.

Downloading the NetSafe Suite

The NetSafe Security Suite can be found at the Atlantic Broadband homepage. To download the suite, go to www.atlanticbb.net, look for the **My Atlantic Broadband** section in the directory section on the left hand side of the page. Within the My Atlantic Broadband section, click on **NetSafe Security Suite** and follow the download instructions.

Protecting Yourself Against Online Fraud

Online criminals attempt to impersonate financial institutions, government agencies and companies like Atlantic Broadband. Called "Phishing", it is an attempt to criminally and fraudulently acquire sensitive information, such as social security numbers, usernames, passwords and credit card details, by masquerading as a trustworthy entity in an email.

Hallmark signs of "Phishers" include: Logos that are not an exact match to the company's logo, spelling errors, percentage signs followed by numbers or @ signs within the hyperlink, random names or email addresses in the body of the text, or even email headers which have nothing to do with the company mentioned in the email.

Atlantic Broadband will never request any sensitive personal information via email. Please report any suspicious email correspondence to: **fraud@atlanticbb.net**.

Important

To ensure your whole family is protected, NetSafe can be installed on up to 3 different computers for each account.

NetSafe will run on any Windows platform, but is not Mac compatible.

Installing the NetSafe Security Suite

You will need to enter your Atlantic Broadband email address and password before you can download the NetSafe Security Suite. If you do not have an Atlantic Broadband email address or have forgotten your password, contact Atlantic Broadband.

Before installing NetSafe, it is critical that you uninstall any other security software that may have been installed on your PC. Popular programs that should be uninstalled or disabled include Symantec's Norton Internet Security, McAfee Internet Security, Trend Micro, ZoneAlarm, Kapersky Security and Windows Defender. To remove these programs, go to the **Start Menu** on your PC, click on **Control Panel** and then Click on **Add/Remove Programs**. Review the list that is displayed for the names above or any other security programs and take the appropriate action.

If you are running a Windows firewall, this should be disabled as well. To do this, go to the **Start Menu** on your PC, click on **Control Panel** and then click on **Network Connections**. Under the Network Tasks section in the upper left, click **Change Windows Firewall Settings**.

Minimizing Spam

Our email servers use the latest technology to identify and minimize unwanted commercial email, also known as "spam." Our spam control system works in two ways:

- 1 We deny messages from known spammers by using a common third party Internet "blacklist".
- 2 We filter all messages in an attempt to identify spam based on a number of factors. These messages are not deleted but are marked as suspected spam. This ensures that a message you may want to see is never deleted.

If you download mail using the POP protocol, you need to create a rule in your email program to automatically move spam emails from your Inbox to a designated folder. For information on how to set up rules, please go to the Atlantic Broadband customer support site at: www.atlanticbb.com.

If you use the IMAP protocol or check your email using our Web interface, suspected spam is automatically placed in a separate folder.

In either case, you'll want to scan your designated spam folder occasionally to be sure that email has not been improperly categorized as spam.

Important

Don't ever open email from a suspicious address.

Use a secure password that mixes both letters and numbers.

NEVER provide your account information (user name or password) to anyone via email.

If you don't have a firewall installed, be sure that file and print sharing are disabled in your network settings.

Keep your operating system updated so you always have the newest security. If you're a Windows user, visit <http://www.windowsupdate.microsoft.com>. If you're a Macintosh user, visit <http://www.info.apple.com>.

Always include a subject line in your emails.

Basic Troubleshooting

Problem: The cable modem isn't working.

Try This: Your cable modem should operate continuously without maintenance. You can leave the power to the modem on even when your computer is off. If your cable modem isn't working, try these troubleshooting measures:

- 1 Check your cable TV service. If there's a cable outage, neither your TV nor the Internet connection will work.
- 2 Check all of your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.
- 3 Reset the modem by unplugging the power to the modem. Wait 30 seconds, plug it back in. If you have a router, unplug the router, wait 30 seconds, plug it back in.
- 4 Make sure the modem is not in standby which is indicated by an LED on the modem. There maybe a standby button that has been activated which will cause the modem to lose connectivity.
- 5 Reboot your computer. Many computer problems are resolved by shutting down and restarting your computer.
- 6 If you have a surge protector, make sure it is plugged in and that it doesn't need to be reset.

Problem: I cannot login to my home page.

Try This: Make sure you check another website to ensure an Internet connection is available. Make sure your user name and password have not expired and you are using the correct characters.

Problem: I've forgotten my password.

Try This: If you are trying to login to the Home Page and you have forgotten your email password, click on **FORGOT PASSWORD** in the login box and follow the instructions. Please ensure that an alternate email address is set up in your mailbox under "Options". Your current password will be emailed to you. If you cannot currently access email, contact Atlantic Broadband Customer Care for assistance.

Frequently Asked Questions

What browsers can I use?

We support most browsers, so you can use what you prefer. Many of our customers use Microsoft Internet Explorer (version 6.0 or later) or Firefox.

Can I fax through a cable modem without a fax machine?

No. A fax requires an analog fax modem connected to a phone line to operate. However, software is available that lets you fax from your computer through an Internet connection.

Why can't I get to the Internet via my router?

Check the cable modem and make sure all the lights are lit except standby. If the lights are on, you may need to power cycle your router. Also check the Ethernet or wireless connection to the computer. If you are unable to fix the router with a power cycle, refer to the troubleshooting section inside your owner's manual or contact your router manufacturer for more support.

Why can't I connect some of my wireless computers to the router?

Wireless signal is limited by obstructions such as walls and floors, as well as distance. You may need to move your router to acquire a stronger wireless signal. This could also indicate a problem with the computer trying to connect. If you are unable to correct the problem, please contact your router manufacturer for more support.

My wireless network says it's not secured. How do I secure my network?

Out of the box, all routers are configured with unsecured wireless networks. If you need assistance setting up a secured network, please refer to the router owner's manual or contact your router manufacturer.

Can you help me find a wireless network? I have a wireless router.

Some routers have the option to enable wireless during the initial set up. Please refer to your owner's manual for instructions on how to enable the wireless connection. If you need assistance setting up the wireless connection, please contact your router manufacturer.

Can I access my email from anywhere?

You can send and receive email anywhere, anytime from any computer that has Internet access. Just go to www.atlanticbb.net to get your email.



Your Phone Service

With Atlantic Broadband, you'll not only enjoy great Phone service but a great value as well! Enjoy maximum flexibility with our Unlimited Phone service which includes calling to anywhere in the US, Puerto Rico & Canada plus Voicemail at no additional charge. Plus enjoy 15 FREE calling features and access to our Online Phone manager to help you manage your service.

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Using Your Phone Service

Welcome to your new Phone service from Atlantic Broadband. With so many features available, please take a few moments to familiarize yourself with what is included so you can enjoy your service to the fullest.

Service Options

Unlimited Phone Service: includes all your local, in-state and long distance calls to anywhere in the US, Canada and Puerto Rico at no extra charge so you can talk as long as you want.

Local Phone Service: includes all your local calls within your local calling area. It also includes optional long distance available for only 10¢ a minute.

Please note: Calls to 900 or 976 numbers dialed from your home are not supported at this time.

International Calling

In addition to unlimited calling from your home phone to anywhere in the U.S., Canada and Puerto Rico, you will also enjoy amazingly low international rates to over 260 countries at no extra cost. To see a complete list of our international rates go to www.atlanticbb.com/intlrates.

To Call Someone in Canada:

- 1 Dial: **1** + the area code + the local phone number

To Direct Dial Someone in a Country With an International Access Code:

- 1 Enter: **011** (the international access code) + the country code + the city code + the local phone number

For example, if you are calling Paris, France, dial **011** (the international access code), **33** (the country code for France), **1** (the city code for Paris) and the local telephone number.

To see a complete list of our international country codes go to www.atlanticbb.com/intlrates.

911 Emergency Calling

Atlantic Broadband Phone service provides 911 emergency calling access to police, fire and medical services. Our 911 emergency calling will automatically relay your phone number and address in the event you are unable to do so, provided your public safety system supports this feature. In locations where this service is not available, you will be asked for your phone number and address.

As an added protection during a power outage, we provide battery backup to your Atlantic Broadband Phone Service. So even if you don't have power, you can still dial 911.

Please note: As with any phone service, a wireless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.

Important

To assure access to 911 emergency calling is not disrupted, do not move your phone modem without notifying Atlantic Broadband.

Directory Assistance

By dialing 411 you will gain access to any listed number in the United States. Provide the city and state, and we will find the desired listing including the area code. Directory assistance calls are charged on a per-use basis.

Directory Listings

Atlantic Broadband offers primary and non-published directory listings within your local white pages. Your phone number, or primary directory listing, is provided at no charge in the telephone directory published by the local phone carrier within your local area.

Non-published directory listings are available upon your request. Your name, address and phone number will not be published in the phone directory or street address directory and will not be obtainable by the general public.

Operator Services

Atlantic Broadband Operators are available for you at all times. Just dial **0** and you will connect to an Operator that can help you place any of the following calls:

- **Person-to-Person Calls** – The Operator will connect you to a particular person.
- **Bill to Third-Party Calls** – The Operator contacts one phone number and requests that the call be charged to another phone number.

Operator assisted calls are charged on a per use basis.

Collect Calls

You can place and receive collect calls with Atlantic Broadband Phone service. To receive a collect call, the caller must dial 1-877-790-0222 and follow the prompts. Calls are charged on a per use basis.

Call Trace

Call Trace ensures the phone number of your last incoming caller is traced to provide necessary information to law enforcement agencies.

To use Call Trace:

- 1 When you receive a harassing or offensive call, hang up immediately.
- 2 Leave the phone on the hook for about 10 seconds to ensure the call terminates.
- 3 Lift the receiver and listen for the dial tone. If you do not hear a dial tone, the call may not yet be terminated and you will need to repeat Step 2.
- 4 Dial ***57**.
- 5 Fill out the "Letter of Authorization for Call Trace" form located at: **www.atlanticbb.com**.
- 6 Provide the form to your local law enforcement agency.

Important

The information provided by Call Trace will not be available to you directly. It will only be available to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life threatening, call your local law enforcement authorities immediately.

Important Calling Features

The Atlantic Broadband Phone service includes a powerful set of standard calling features at no additional charge.

Call Waiting

Call Waiting lets you accept an incoming call while you are talking to another caller. A special beeping tone alerts you of a second caller. You can either answer the second caller or continue talking.

To answer, you will use the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Answer Call Waiting

- 1 You will hear a special beeping tone letting you know a second caller is waiting.
- 2 Quickly press and release the **SWITCHHOOK** or **FLASH** button on your phone.
- 3 Your first caller will automatically be placed on hold while you get connected to your second caller.
- 4 If you need to alternate between the two callers, simply press the **SWITCHHOOK** or **FLASH** button.
- 5 While talking to each caller, the conversations remain private.
- 6 To end either call, hang up. The phone will ring, when you answer the remaining caller will be on the line.

Cancel Call Waiting

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***70** and wait for confirmation tone.
- 3 Dial the number you want to call.

Call Waiting automatically turns back on when you hang up. You must cancel Call Waiting for each individual call you would like to make without Call Waiting.

Important

Activating Call Forwarding All Calls will disable Call Waiting. When you cancel Call Forwarding All Calls, your Call Waiting will be reactivated.

You can use the Online Phone Manager to cancel Call Waiting for all calls.

You must cancel Call Waiting for each individual call you would like to make without Call Waiting.

Caller ID With Call Waiting

Caller ID lets you see the date, time and telephone number of the person calling before you answer the call. You must have a phone with Caller ID capabilities or an add-on Caller ID unit in order to use this service.

Caller ID Displays:

P, Private, Blocked, Anonymous or No Data

This means the caller's number was blocked by the caller from displaying or could not be delivered by the network.

E or Error

The phone or Caller ID unit cannot identify the caller's number.

Out of Area

The call is coming from an area that does not support Caller ID.

Important

Caller ID can be used with most answering machines as long as you set your machine to pick up after the second ring.

Call Forwarding All Calls

You can forward your calls to another phone number if you don't want to miss an important call. Calls will stay forwarded until you cancel the forwarding option.

Activate Call Forwarding All Calls

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***72** and wait for confirmation tone.
- 3 Enter the phone number where you want calls forwarded.
- 4 Wait for confirmation tone and hang up.

Call Forwarding All Calls has been activated.

Cancel Call Forwarding All Calls

- 1 Lift your phone & listen for dial tone.
- 2 Dial ***73**.
- 3 When you hear the deactivation announcement, Call Forwarding All Calls has been cancelled.

Call Forwarding No Answer

Call Forwarding No Answer redirects calls to another phone number when your phone is not answered within the first 6 rings. Calls are redirected until you cancel the forwarding option.

Activate Call Forwarding No Answer

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***42** and wait for confirmation tone.
- 3 Enter the phone number where you want your calls forwarded.
- 4 Wait for confirmation announcement and hang up.

Your Call Forwarding No Answer is now activated.

Cancel Call Forwarding No Answer

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***97**.
- 3 When you hear the deactivation announcement, your Call Forwarding No Answer has been cancelled.

If your answering machine is programmed to pick up calls before 6 rings, it will override this feature.

Call Forwarding on Busy

Another way to never miss a phone call is to redirect incoming calls to another phone number when you are on your phone. Without Call Forwarding on Busy, the caller would receive a busy signal. If you aren't on your phone, calls will be directed to your phone number as usual.

Activate Call Forwarding on Busy

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***40** and wait for confirmation tone.
- 3 Enter the phone number where calls should be forwarded.
- 4 Wait for confirmation announcement and hang up.

Call Forwarding on Busy is activated.

Cancel Call Forwarding on Busy

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***98**.
- 3 When you hear deactivation announcement, Call Forwarding on Busy is cancelled.

Important

You can forward calls to a local or long distance phone number. Any calls forwarded to an international number will be billed as if you called that phone number directly.

You can continue to make outgoing calls when any of the Call Forwarding features are activated.

You can also activate all Call Forwarding functions from the Online Phone Manager.

Selective Call Forwarding

Use Selective Call Forwarding to forward calls from specific numbers on a forwarding list to the phone number that you designate. All other calls ring through to your phone.

You can place up to 12 phone numbers on your Selective Call Forwarding list. You may forward each incoming number to a different or same destination number.

Adding Phone Numbers to The Forwarding List

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***63** and wait for the stutter-dial tone.
- 3 Enter the number to be added to the forwarding list and wait for the stutter-dial tone.
- 4 Enter the number to where the call should be forwarded.
- 5 Wait for the confirmation announcement and hang up. The phone number is now a member of the Selective Call Forwarding list.
- 6 Repeat Steps 1 through 5 for each number you want forwarded.

Important

You must enter both numbers exactly as you would to call them. If you have to dial a "1" first, you must include it.

You can also activate all Call Forwarding functions from the Online Phone Manager.

Removing Phone Numbers

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***83** and wait for the stutter-dial tone.
- 3 Enter the incoming caller's number to be removed from the list.
- 4 Wait for the confirmation announcement and hang up. The phone number is removed from the forwarding list.
- 5 Repeat Steps 1 through 4 for each number you want to remove from the list.

Important

You can dial outgoing calls to phone numbers on your forwarding list.

You will receive a reminder ring on your phone when incoming calls pass through. However, you will not be able to answer the call from your phone.

Answering machines or fax machines connected to the cable phone line should be set not to respond to incoming calls on the first two rings.

Priority Ringing

With Priority Ringing, you can set up a list of special callers so your phone will ring with a special tone when they call.

Set Up Priority Ringing

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***61** and wait for confirmation tone.
- 3 Enter the phone number to be assigned a priority ring and wait for another confirmation tone.
- 4 Enter a number from 1 to 5 to assign one of the following ring patterns:
 - 1: Standard ring pattern when no priority ring assigned.
 - 2: Long ring, short pause, long ring, long pause, sequence repeats.
 - 3: Short ring, short pause, short ring, short pause, short ring, long pause, sequence repeats.
 - 4: Short ring, short pause, medium ring, short pause, short ring, long pause, sequence repeats.
 - 5: Short ring, long pause, sequence repeats.
- 5 Wait for another confirmation tone.

- 6 Enter a number from 1 to 4 to assign one of the following Call Waiting beep tones:
 - 1: Standard beep tone when no distinctive ring assigned.
 - 2: Two short beeps, ten second pause, sequence repeats.
 - 3: Three short beeps, ten second pause, sequence repeats.
 - 4: Two short beeps, one second pause, short beep, ten second pause, sequence repeats.
- 7 Wait for confirmation announcement and hang up.
- 8 Make sure and set your answering machine to pick up after at least four rings. If your answering machine picks up before then, some of the Priority Ringing patterns will not complete.

Priority Ringing is activated.

To Remove a Phone Number from Your List

- 1 Press ***81**.
- 2 Follow the voice instructions to remove phone numbers from your Priority Ringing list.

Important

A caller will not be aware that you have Priority Ringing. The caller hears the regular, familiar ring.

Priority Ringing may not work with all phones.

Speed Dial

You can quickly dial up to 38 pre-programmed phone numbers from any phone in your home.

Set Up Your Speed Dial Phone Numbers

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***74** to program digits 2-9 or ***75** to program digits 20-49 as your Speed Dial keys. Wait for confirmation tone.
- 3 Enter the digit(s) you want to assign as the Speed Dial key (e.g. 2-9, 20-49). Wait for dial tone to return.
- 4 Dial the phone number you want to program to the Speed Dial key.
- 5 Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
- 6 Write down the Speed Dial key you assigned to each phone number.
- 7 Repeat steps 1 through 6 for each phone number you want to assign a Speed Dial key.

Place a Speed Dial Call

- 1 Lift the phone & listen for dial tone.
- 2 Dial the Speed Dial key followed by the **#** key.

Cancel Speed Dial Keys

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***84** to cancel 2-9 or ***85** to cancel 20-49. Wait for confirmation tone.
- 3 Enter the Speed Dial key that you want to cancel.
- 4 When you hear the deactivation announcement, the Speed Dial key has been cancelled.
- 5 Repeat steps 1 through 4 for each Speed Dial key you want to cancel.

Important

You can program a total of 38 Speed Dial keys. The telephone keys are 2-9 and 20-49.

You can set up Speed Dial to local or long distance phone numbers. Make sure and include all digits you regularly dial.

You can assign and manage your Speed Dial keys through the Online Phone Manager.

Three-Way Calling

With Three-Way Calling you can connect a third participant to your phone call, regardless of who initiated the call.

To do this, you will use either the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Connect With Three-Way Calling

- 1 Press the **SWITCHHOOK** briefly. The current call is placed on hold and you will hear dial tone. If your phone is equipped with a **FLASH** button, pressing the **FLASH** button is the same as pressing the **SWITCHHOOK**.
- 2 Dial the third participant and wait for them to answer.
- 3 Once they have answered, press the **SWITCHHOOK** or the **FLASH** button briefly and connect all three parties.
- 4 If the third participant's phone line is busy or no one answers the phone, press the **SWITCHHOOK** or the **FLASH** button briefly to disconnect the call and return to the original participant.

Disconnecting The Third Participant

- 1 When you are ready to get back to a two-party call, press the **SWITCHHOOK** or the **FLASH** button twice briefly.
- 2 The third participant is disconnected and you remain connected to your original participant.

Important

Call participants can be local, long distance or international. You will be charged for any international calls you initiate.

Any of the three call participants can disconnect from the call at any time. If you hang up, the call is terminated between all participants.

Automatic Callback (*69)

With Automatic Callback (*69), you can automatically dial back the most recent number that called you.

Using Automatic Callback

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***69**.
- 3 Listen for the automated message and follow instructions.
- 4 If the called phone number is busy or no one answers the call, hang up the phone and repeat steps 1 through 3.

Important

Automatic Callback may not work if the original caller used a phone number blocking feature.

Do Not Disturb

When you activate Do Not Disturb, all incoming calls are automatically sent to Voicemail so your phone doesn't even ring.

Activate Do Not Disturb

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***53**.
- 3 Wait for confirmation announcement and hang up.

Do Not Disturb is activated.

Cancel Do Not Disturb

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***54**.
- 3 Wait for deactivation announcement and hang up.

Do Not Disturb is cancelled.

Important

A ring signal is not sent to your phone while Do Not Disturb is activated. Any answering machines or fax machines connected to this phone line will not be able to respond to incoming calls.

Do Not Disturb overrides all Call Forward settings.

You can also activate and deactivate Do Not Disturb from the Online Phone Manager.

Selective Call Reject

Selective Call Reject blocks incoming calls from phone numbers you specify to be blocked. Your phone does not ring when these calls arrive. The caller is disconnected after hearing a short message stating why the call has been rejected.

Adding Phone Numbers to The Rejection List

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***60** and wait for the confirmation tone.
- 3 Enter the 10-digit number (area code + number) to be blocked.
- 4 Wait for the confirmation announcement and hang up. The phone number is now a member of the rejection list.
- 5 Repeat Steps 1 through 4 for each 10-digit number you want blocked.

Removing Phone Numbers From The Rejection List

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***80** and wait for the confirmation tone.
- 3 Enter the 10-digit number (area code + number) to be unblocked.
- 4 Wait for the confirmation announcement and hang up. The phone number is removed from the rejection list.
- 5 Repeat Steps 1 through 4 for each 10-digit number you want unblocked.

Important

Up to 12 phone numbers can be placed on the rejection list.

You can also activate Selective Call Reject from the Online Phone Manager.

Anonymous Call Reject

You can stop receiving unidentified calls with Anonymous Call Reject. When incoming calls do not have a caller's name or phone number, your phone will not ring and Anonymous Call Reject will automatically route these calls to a short message stating why the call has been rejected.

Activate Anonymous Call Reject

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***77** and listen for confirmation of successful activation.
- 3 Hang up the phone.

Anonymous Call Reject has been activated.

Deactivate Anonymous Call Reject

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***87** and listen for confirmation of successful deactivation.
- 3 Hang up the phone.

Anonymous Call Reject has been deactivated.

Important

Anonymous Call Reject specifically blocks calls from phones that have made the caller's phone number private.

This service does not apply to calls originating from phones where Caller ID service is not offered.

You can also activate Anonymous Call Reject from the Online Phone Manager.

Caller ID Blocking

Get the security you need by temporarily blocking your phone number from appearing on the Caller ID unit of the number you call. You can block your phone number on a call-by-call basis or permanently.

Temporarily Blocking Caller ID

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***67** and wait for confirmation tone.
- 3 Dial the phone number of the person you are calling. Your phone number will not appear on the Caller ID unit of the person you are calling.
- 4 When you hang up, Caller ID Blocking is terminated.

Important

You can activate Temporarily Blocking Caller ID from the Online Phone Manager

Temporarily Unblocking Caller ID

If you have set your phone service to block your caller ID permanently via our Online Phone Manager or through Atlantic Broadband Customer Care, you may temporarily unblock your phone number on a call-by-call basis.

- 1 Lift the phone & listen for dial tone.
- 2 Dial ***82** and wait for the confirmation tone.
- 3 Dial the number you wish to call.

Your number will appear on the Caller ID unit of the number you call. When you hang up, this function is cancelled. The next call you make will be 'Private' unless you again unblock your Caller ID.

Your Voicemail Service*

With Atlantic Broadband Voicemail service, you'll never miss an important call, whether you're out of town or on the other line. And with our optional Multiple Mailboxes feature, everyone in the family can have their own individual Voicemail service.

Also, you can listen to your Voicemail through any computer connected to the Internet at: **<http://phonemanager.atlanticbb.net>**. To learn more, see "Check Voicemail Online" on page 56 of the Online Phone Manager section of this guide.

Voicemail Service Features

- Listen to messages at home, away from home or online
- Message playback controls (rewind/fast forward)
- Send messages to other Atlantic Broadband users
- Create multiple personal greetings
- Activate and manage multiple mailboxes
- Advanced mailbox management tools
- Spanish language menu option

Types of Voicemail Messages

- **New** – messages that have not yet been reviewed, or that have been reviewed but not deleted or saved.
- **Urgent** – new messages marked as urgent are the first to be played.
- **Private** – messages marked as private by the caller cannot be forwarded.
- **Skipped** – new messages you skip are saved in a special category.
- **Saved** – messages that have been reviewed and saved.
- **Deleted** – messages that have been reviewed and deleted. Messages may be undeleted until you hang up or return to the Main Menu.

Message Notification

Your Voicemail service will notify you that you have a new message. When you pick up the phone to hear a dial tone, you will hear a stutter-tone indicating you have a new message. If your phone is equipped with a message waiting light, it will also be lit.

Voicemail Storage/Time Rules

You can store up to 30 new and saved messages in each individual mailbox at any one time. Saved messages will be stored for a maximum of 45 days and then deleted. When a mailbox is full, no new messages can be recorded.

*Voicemail included with Unlimited Phone service, optional for Local Phone Service.

Notification Via Email

You can opt to get email notification of new Voicemail messages. To set up this email notification, you must use our Online Phone Manager at: phonemanager.atlanticbb.net.

Turning Email Notification On/Off

- 1 Dial *86.
- 2 Follow Prompts.

Using Our Online Phone Manager

You can also use our Online Phone Manager to receive notification of new Voicemails or to get copies of Voicemail messages via your email. For more information, please go to Page 56.

Accessing Your Voicemail

From Home

- 1 Dial *86.
- 2 When prompted, enter your PIN, then press #.

Away From Home

- 1 Dial your Atlantic Broadband phone number.
- 2 Press the # key anytime during your recorded greeting.
- 3 When prompted, enter your PIN, then press #.

Voicemail Main Menu Options

When you access Voicemail, you will start at the Main Menu. There are 3 options:

MAIN MENU OPTION	KEY
Listen to Messages	1
Leave Message in Another Mailbox	2
Manage Mailbox Options	4

Important

When using the Voicemail system, you can enter a menu choice at any time. You do not need to wait for the announcement to finish playing.

Setting Up Your Voicemail

- 1 Dial *86 from home.
- 2 When prompted, enter your default PIN, which is the last four digits of your phone number, then press #.
- 3 Listen to the instructions for creating a new PIN and enter your new 4 -10 digit PIN, then press #.
- 4 When prompted, re-enter your new PIN, then press #. Be sure to write down your PIN so you do not forget it.
- 5 When prompted, choose your desired language for menu options: English or Spanish.

Important

If you have our optional Multiple Mailboxes feature, see page 54 for instructions on activating extension mailboxes.

Personalize The No Answer Greeting

The No Answer Greeting cannot be turned off. A standard system greeting will automatically be played unless you create a personalized No Answer Greeting.

- 1 Access your Voicemail (*86 from home).
- 2 Press 4 to reach the Mailbox Options menu.
- 3 Press 1 for Greeting Options.
- 4 Press 2 for No Answer.
- 5 Press 2 to replace current greeting.
- 6 Press 1 to record a new greeting.
- 7 When prompted, record your greeting and press # when done.
- 8 If you are satisfied with the greeting, press 3 to save and activate it.

Changing a Personalized No Answer Greeting

- 1 Access your Voicemail (*86 from home).
- 2 Press 4 to reach the Mailbox Options menu.
- 3 Press 1 for Greeting Options.
- 4 Press 2 for No Answer.
- 5 Press 4 to record a new greeting.
- 6 When prompted, record your greeting and press # when done.
- 7 If you are satisfied with the greeting, press 3 to save and activate it.

Important

Be sure to record your entire personal greeting and press 3 to save and activate your new greeting before hanging up. If you hang up before you have activated your new greeting, the prior greeting will remain active.

When you delete a personal greeting, the default greeting is reinstated until you record a new personal greeting.

Activating The Extended Absence Greeting

If you will be away from the phone and wish to play a different message during this time, you may record an Extended Absence Greeting. This will override both the Busy and No Answer Greetings. The Extended Absence Greeting is initially off. You must record an Extended Absence Greeting to activate this feature.

- 1 Access your Voicemail (*86 from home).
- 2 Press 4 to reach the Mailbox Options menu.
- 3 Press 1 for Greeting Options.
- 4 Press 3 for Extended Absence Greeting.
- 5 Press 1 to record a new greeting.
- 6 When prompted, record your greeting and press # when done.
- 7 If you are satisfied with the greeting, press 3 to save and activate it.

Important

To ensure you don't accidentally leave an Extended Absence Greeting on once you have returned, you will be asked if you wish to disable the Extended Absence Greeting whenever you access Voicemail. If you wish to turn it off, simply follow the prompts.

Listening To Messages

Retrieving Messages

- 1 Access your Voicemail (*86 from home).
- 2 Press **1**. You will hear a recording about the number of messages in the folder and the first message will be played.

Navigating During Playback

The following navigation options are available while the message is playing:

MESSAGE OPTION	KEY
Listen to Messages	1
Replay from start	1
Save message	2
Delete/undelete message	3
Rewind 10 seconds	7
Pause/continue	8
Fast forward 10 seconds	9
Skip to next message	#
Previous message	64
Get message date/time	65
Jump to a different folder	66
Mark as new	67
Previous menu	*

Important

Each message includes the date and time the message was left. You may disable this feature by pressing 4-9-5-2 from the Main Menu.

New messages are played first, then Skipped messages, then Saved messages. To jump to Skipped or Saved messages, press 66 at any time.

When you have listened to all your messages, you will be returned to the Main Menu.

You can check your Voicemail via your Online Phone Manager where you can save it and send as an email attachment.

Deleting Saved Messages

To delete saved messages and free up storage space:

- 1 Access your Voicemail (*86 from home).
- 2 Press **1** to hear any new messages.
- 3 Press **66** to jump to a different folder.
- 4 Press **3** to reach the saved messages folder.
- 5 Press **3** to delete each message as it plays.

Sending Messages

If you want to leave a message for another Atlantic Broadband subscriber without calling them directly, you can use the Send Messages function and leave a message in their mailbox:

- 1 Access your Voicemail (*86 from home).
- 2 Press **2** and, when prompted, enter the area code and phone number of the subscriber you wish to contact, then press **#**.
- 3 Listen to the greeting and follow instructions to leave a message.
- 4 Hang up.

Managing Your Voicemail Options

Changing The Number of Rings

By default, callers will automatically be forwarded to your Voicemail when your phone is busy or when you do not answer after four rings.

To change the number of rings before your callers are routed to Voicemail:

- 1 Access your Voicemail (*86 from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **2** to reach the Change Rings menu.
- 4 Press **2** to change number of rings.
- 5 Press your desired number of rings, between **2** and **9**.

Important

Callers dialing your phone number may hear one or two rings more than the number you have selected.

If you have a fax machine on your phone line, make sure you set the number of rings for your Voicemail service high enough to ensure that the fax machine can respond to fax calls first.

If you have Call Forward On Busy, Call Forward No Answer, or Call Forward All Calls activated on your phone, callers will NOT be forwarded to your Voicemail. Once you cancel these features, callers will be forwarded to your Voicemail.

Changing Your PIN

You can change your PIN as many times as you want – just make sure to keep track of the new PIN.

To change your PIN:

- 1 Access your Voicemail (*86 from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **3** to reach the Change Password Settings menu.
- 4 Press **1** to change your PIN.
- 5 Listen to the instructions for creating a new PIN.
- 6 Enter your new 4-10 digit PIN then press **#**.
- 7 Re-enter the new PIN then press **#**.
- 8 Press **3** to activate your new PIN.

Important

Should you ever forget your PIN, don't hesitate to contact Atlantic Broadband Customer Care.

Bypassing Your PIN at Home

If you have only a single mailbox, you can configure the Voicemail system to allow access from home without using a PIN. PIN-less access works only from your home phone. Accessing Voicemail away from home will still require use of a PIN.

To bypass PIN entry:

- 1 Access your Voicemail (*86 from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **3** to reach the Change Password Settings menu.
- 4 After the prompt, press **2** to turn password off.
- 5 You will hear a confirmation message and be returned to the Main Menu.

Once PIN Bypass has been configured, access your Voicemail from home by dialing ***86** then **#** to reach the Main Menu.

Reactivating PIN Requirement

- 1 Access your Voicemail (***86** from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **3** to reach the Change Password Settings menu.
- 4 After the prompt, press **3** to turn password on again.

Changing Your Language Option

- 1 Access your Voicemail (***86** from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **4** to reach the Language Settings menu.
- 4 Choose **1** for English or **2** for Spanish.
- 5 The change is effective immediately and you will be returned to the Main Menu.

Changing The Message Order

The Voicemail system is configured to play the most recent message first. You can reverse that order to instead play the oldest message first.

- 1 Access your Voicemail (***86** from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **9** then **3** to reach the Change Message Order menu.
- 4 Press **2** to reverse the current order.

Disabling and Enabling The Message Information

By default, the Voicemail system records the date, time, message length and incoming phone number for each message. This is called the Message Envelope and is automatically played before each Voicemail message. If you wish, you can prevent the system from playing this information.

- 1 Access your Voicemail (***86** from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **9** then **5** to reach the Mailbox Option menu.
- 4 Press **2** to toggle the current setting from On to Off or from Off to On.

Suspending Your Voicemail

You can temporarily suspend your Voicemail service from answering incoming calls. During suspension, you can continue to access Saved messages and manage your Voicemail box. Voicemail service remains suspended until you reactivate it.

- 1 Access your Voicemail (***86** from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **5** to reach the Suspend/Activate Voicemail menu.
- 4 Press **2** to suspend.

Reactivating Your Voicemail

- 1 Access your Voicemail (***86** from home).
- 2 Press **4** to reach the Mailbox Options menu.
- 3 Press **5** to reach the Suspend/Activate Voicemail menu.
- 4 Press **1** to activate.

Managing Multiple Mailboxes

The optional Multiple Mailboxes feature allows each member of the family to have their own private Voicemail box on the same phone number, for a total of 5 possible Voicemail boxes.

The owner of the main mailbox controls activation and deactivation of extension mailboxes and has access to all messages contained in them provided they have the PIN number.

Each extension mailbox has the same functions as the main mailbox and can be managed independently by the main mailbox user or extension user with the specific PIN number. For instance, each mailbox can have its own greetings, be put into a suspended state or have personalized settings for options such as message playback order.

Setting Up Multiple Mailboxes

To configure Multiple Mailboxes for the first time, you must first create one or more extensions, then record an initial Multi-Extension Greeting that identifies the possible extensions for callers to choose.

Important

Atlantic Broadband service comes with one Voicemail box. For a fee, you can enjoy up to four additional Voicemail boxes.

Creating a Multi-Extension Greeting

To create a multi-extension greeting when none exist

- 1 Dial into your mailbox.
- 2 Press **4, 9** then **2** or follow the verbal prompts to manage extensions.
- 3 Press **1** from the Extension Management menu.
- 4 Press **1** to record a greeting.
- 5 When prompted, speak the multi-extension greeting, followed by the **#** key.

You are presented with the following Multi-extension Greeting menu:

MULTI-EXTENSION GREETING OPTION	KEY
Listen to greeting	1
Re-record greeting	2
Keep and activate greeting	3
Previous menu	*
6 Press the digit corresponding to your desired choice.	

Selecting **3** activates the greeting and extension and returns you to the Main Menu.

Important

Here is an example of how to record a greeting for multiple extensions in a residential setting.

"You have reached the Voicemail of the Simple family. To leave a message for Joe press 1, for Karen press 2, for Ron press 3 and for David press 4. Have a great day!"

Changing The Greeting After it Has Been Activated

To Review Your List of Recorded Greetings:

- 1 Dial into your mailbox.
- 2 Press **4, 9** then **2** or follow the verbal prompts to manage extensions.
- 3 Press **1** from the Extension Management menu.

You are presented with the following Multi-extension Greeting menu:

MULTI-EXTENSION GREETING OPTION	KEY
Listen to greeting	1
Re-record greeting	2
Keep and activate greeting	3
Previous menu	*

- 4 Press **2** and listen to the first greeting.

You are presented with the following Review Greeting options:

REVIEW GREETING OPTION	KEY
Use this greeting	1
Replay greeting	2
Re-record greeting	3
Delete greeting	4
Listen to next greeting	#
Previous menu	*

- 5 Press the digit corresponding to your desired choice. Selecting **#** moves you forward to listen to the next greeting. Selecting **1** activates the current played greeting and returns you to the Main Menu.

Deactivating a Mailbox Extension

Deactivating a mailbox extension removes the extension from the mailbox and permanently erases all stored messages in that extension. Upon deactivating an extension, you are prompted to update the multi-extension greeting to reflect the change.

To Deactivate an Extension:

- 1 Dial into your mailbox.
- 2 Press **4, 9** then **2** or follow the verbal prompts to manage extensions.
- 3 Press **3**.
- 4 When prompted, enter the extension number to be deactivated.
- 5 When prompted to confirm, re-enter the extension number.

After a deactivation confirmation message, you are presented with the following Multi-extension Greeting menu:

MULTI-EXTENSION GREETING OPTION	KEY
Listen to greeting	1
Review stored greetings	2
Keep and activate greeting	3
Record a new greeting	4

- 6 Press the digit corresponding to your desired choice and follow the prompts to complete your choice.

Selecting **2** lets you locate the greeting and re-record or delete it.

Selecting **4** lets you create a new greeting to be used in place of the current greeting.

Important

Deactivating a Mailbox Extension immediately and permanently erases all stored messages for that extension. Use with caution!

Be sure to record a new Multi-Extension Greeting after deactivating any extension.

Your Online Phone Manager

Managing your account is just a click away with our Online Phone Manager. You can listen to messages, manage your calling features and much more without ever picking up the phone!

The first time you access your Online Phone Manager, you will be prompted to create a user name and password.

Review Call History

You can view a summary of your monthly service charges, as well as details about each call you have made, by going to: **phonemanager.atlanticbb.net**.

Managing Voicemail

Our Online Phone Manager lets you listen, review and manage your Voicemail messages from wherever you are.

Check Voicemail Online

- 1 Go to: **phonemanager.atlanticbb.net**.
- 2 Enter your area code, then your ID and password.
- 3 Select the **VOICEMAIL** tab from the toolbar.
- 4 If you have multiple mailboxes, click on the appropriate mailbox in the left-hand column.
- 5 To play a message, click on the arrow icon in the right-hand column.
- 6 To delete a message, click on the X icon in the right-hand column.

Save and Email a Voicemail

- 1 Right click the message you would like to save.
- 2 Click **SAVE TARGET AS**. Enter name you would like to use to save this message. Click **OK**.
- 3 Attach this file to an email as you would any other document.

Managing Your Calling Features

Our Online Phone Manager makes it easy for you to activate or deactivate all your favorite phone features like Call Forwarding, Do Not Disturb and Anonymous Call Reject.

Activating Call Forwarding Online

- 1 Go to: **phonemanager.atlanticbb.net**.
- 2 Enter your area code, then your ID and password.
- 3 Select the **FEATURES** tab from the toolbar.
- 4 Click on **CALL FORWARD**, select the Call Forwarding feature you would like to activate, and enter the phone number where you would like your calls forwarded.
- 5 Click **CHANGE SETTINGS**.

Your Call Forwarding feature is now activated.

Deactivating Call Forwarding Online

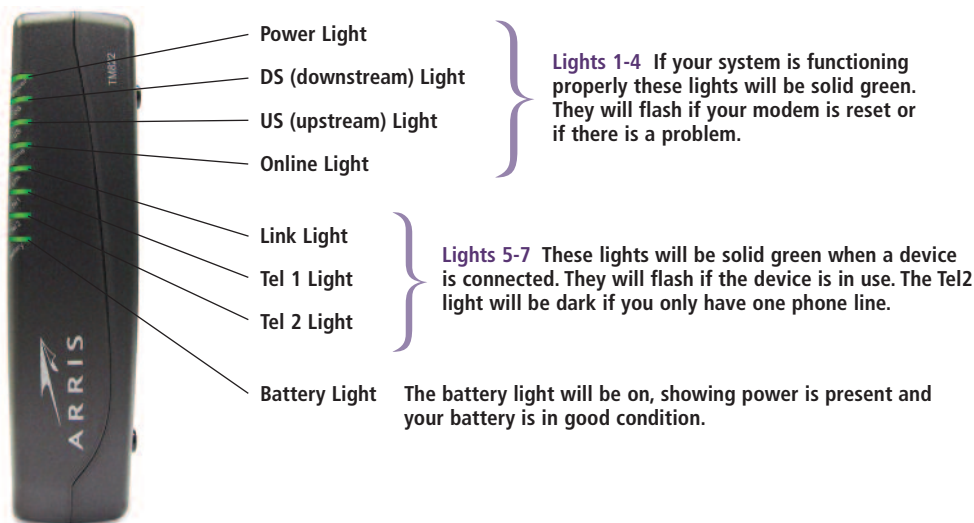
- 1 Go to: **phonemanager.atlanticbb.net**.
- 2 Enter your area code, then your ID and password.
- 3 Select the **FEATURES** tab from the toolbar.
- 4 Click on **CALL FORWARD** and select the **DO NOT FORWARD** button.
- 5 Click **CHANGE SETTINGS**.

Your Call Forwarding feature is now deactivated.

Understanding Your Equipment

You will receive a phone modem with your Atlantic Broadband Phone service. This is a single device that connects our broadband network to your phones and home computer. Your new phone modem is compatible with almost all existing cordless and non-cordless phones. The cable modem comes with battery backup so if your power goes down, your Atlantic Broadband Phone service will still be available.

Front View of Your Phone Modem



If you have a Motorola modem with a Standby button on the top and a Standby light on the front this button disables your Internet connection. As long as the Standby light is dark, do not press this button unless instructed to do so by Atlantic Broadband Customer Care. If this Standby light is on, your Internet will not work. You should press the Standby button on top of modem until light goes off. This should restore your Internet connection. If this light is on all other lights will be off, except Power and Tel1/Tel2.

Basic Troubleshooting

Problem: No dial tone

Try This: Check the lights on your phone modem (the device connecting your cable to your phones).

- Power light should be solid. If not, verify that the device is plugged directly into a working power outlet. If the power cord is removed or power is out the only lights active will be Power and Tel1/Tel2.
- Online light should be solid. If not, verify if standby mode may be accidentally enabled. The Standby light should be off. If it is on, press the Standby button on top of the device.
- Tel 1 or Tel 2 light – should be solid if the phone is on the hook. A flashing light indicates a phone is off the hook. Check to make sure all phones are properly hung up. If the light is off, you will need to power cycle or reset the device. If the light is flashing very slowly, please contact us.
- Battery light – should be solid if the battery is in good condition and connected properly. Your connection should not be affected by the status of the battery light as long as you have power to the phone modem. If the battery light is off, make sure the battery is securely connected to the modem. If the light is flashing, please contact us.

Make sure that all phones are on the hook and that cordless phone batteries are charged. Plug the phone directly into the phone modem to determine if the issue may be related to wiring inside your home. Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.

Problem: Cannot receive calls

Try This: Check all phones to be sure that the ringers have not been turned off and to see which phones are affected. You should also make sure that you do not have the Call Forwarding or Do Not Disturb features activated.

If all phones are affected, please contact your local Atlantic Broadband office.

Problem: Calls disconnecting or can't hear the other side of the conversation

Try This: Check all phones to see if only specific phones are affected by this problem. If using a cordless phone, test with a non-cordless phone if possible. If only certain phones are susceptible, check connections or replace the phone itself.

Verify the type of call the other party is making. If they are using a cell phone, your conversation could be affected by reception difficulties.

If the call is a local or long distance call from a standard phone line and you are still experiencing problems, contact your local Atlantic Broadband office.

Problem: I am getting short rings on my phone and no one is there when I answer

Try This: If your phone is giving only one short ring, you may have Call Forwarding activated on your line.

Problem: One of my phone jacks is not working

Try This: Try plugging another phone into the jack to verify that the problem is not the phone itself. Check every phone and make sure they are securely plugged in. If you continue to experience problems with the jack, dial 611 for assistance.

Frequently Asked Questions

Where can I view detailed call information?

Itemization of call history and additional charges is available through our Online Phone manager tool located at: phonemanager.atlanticbb.net.

Can I accept a collect call?

Yes. To receive a collect call, the caller must dial 1-877-790-0222 and follow the prompts.

Can I restrict international calling?

Yes. Contact Atlantic Broadband if you would like to put a block on all international calls.

Can I use my own answering machine?

Yes. You can disable your Voicemail if you prefer to use your own answering machine. From your home phone, enter *86 to access your Voicemail and follow the prompts.

Will fax machines work with Atlantic Broadband phone service?

Yes. Atlantic Broadband Phone service is compatible with most fax equipment brands. If you use a fax machine regularly, we recommend you consider a second phone line.

Will Atlantic Broadband phone service work with my home alarm system?

The majority of alarm systems are compatible. However, some alarm systems, particularly older ones that do not support tone dialing, may not work properly without changes. We suggest you test your alarm system before and after installation of Atlantic Broadband Phone service.

Can I use my existing telephone and caller ID equipment?

The majority of cordless and non-cordless phones, caller ID units, answering machines, fax machines, alarms and teletype devices will work with Atlantic Broadband Phone service. We suggest that you test all your equipment once your Atlantic Broadband Phone service is installed.

Can I watch cable TV and surf the Internet while I'm on the phone?

Yes. With Atlantic Broadband Phone service, you can use all three services at the same time, on the same cable outlet.

If my cable TV goes out, will I still be able to make phone calls?

In most cases an interruption in cable service should not affect your phone. However, outages that affect your High-Speed Internet service will cause an interruption in your Phone service.

What is E911? Does Atlantic Broadband offer E911 service?

Yes. You have 911 as well as E911 service. E911 (Enhanced 911) has the added benefit of automatically transmitting your telephone number and location to the operator during the 911 call.

If for any reason you need to move the phone modem or take it to another residence, please contact Atlantic Broadband so your E911 service is maintained.

How do I set up speed dial?

You can set up your Speed Dial by pressing *75. Enter a digit from 20 to 49 to assign as the Speed Dial key. Then enter the number you wish to store. You can also set up Speed Dial through our Online Phone Manager at: phonemanager.atlanticbb.net.

How to Read Your Monthly Bill

Your Monthly Bill From Atlantic Broadband is Easy to Read

A quick summary of charges on the front page gives you accurate fees at a glance.

Detailed charges of the back page allows you to see all your current transactions.

Special announcements, customer service information and payment instructions are in special sections that are easy to find and understand.

The enlarged format is clear, simple and informative.

Pay Your Bill Online

You can set up your e-bill account so you can pay your bills online. Visit **atlanticbb.com** and select the "Pay My Bill" link.

Understanding Your Monthly Bill

- 1 Atlantic Broadband Services Available in Your Area**
(e.g. Digital Video, High-Speed Internet, Phone)
- 2 Contact Us**
Flexible options to help you reach us.
- 3 Quick Summary**
Total charges, payments, credits and balance due.
- 4 Messaging Center**
Important account information and Atlantic Broadband messaging.
- 5 Flexible Payment Options**
Choose the one that's best for you!
- 6 Payment Coupon**
Simply tear it off and return with your check/money order.
- 7 Account Details**
Detailed information on all transactions during this billing period.
- 8 Additional Messaging Center**

We also offer monthly bills in Spanish. Please call Atlantic Broadband for more details.



BOX 371601 PITTSBURGH, PA 15250-7901
8335 2000 AD KK 11 01123000 YH0000Y

JAMIE SMITH
1234 MAIN ST
ANYTOWN ST 12345-0001



January 11, 2008

Statement of Service

Account Number **8335 20 001 0012345**
Telephone Number **(555) 234-5678**
If phone number is incorrect please call customer service
Account Password 9999
For Service at 1234 Main St
Anytown ST 12345-0001

How to reach us...

Customer Care 888-536-9500 (toll free)
or (814) 335-3506 (local)
Visit us online at www.atlanticbb.com

Summary

Billed from 01/21/08 through 02/20/08
See the back for details

Previous balance	\$121.04
Payments received	-121.04
Atlantic Broadband Services	109.08
Adjustments	0.99
Taxes and Fees	18.18
Total due by 02/05/2008	\$127.26

Account Information

Atlantic Broadband will be performing a routine maintenance check in your area on January 30th. This will not disrupt your service.

News from Atlantic Broadband

NEW! Great news! The following new HD channels are being added to our lineup: TNT HD, Animal Planet HD, TBS HD and ESPN2 HD. For more details, go to www.atlanticbb.com.

Visit us on the web at www.atlanticbb.com



Payment Options

e-bill To pay online visit www.atlanticbb.com and use our Account Management Tool

Phone Call your local Customer Care number listed at the top of this statement

Mail Return this payment stub with your check or money order in the envelope provided

ATLANTIC BROADBAND
PO BOX 371601
PITTSBURGH, PA 15250-7901



800010009123456789123456

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January 11, 2008
Account Number **8335 20 001 0012345**
JAMIE SMITH
1234 MAIN ST
ANYTOWN ST 12345-0001

Total due by 02/05/2008 \$127.26

Amount you are enclosing: \$



8335 2000 AD KK 11 000001 01123000 YH0000Y

JAMIE SMITH

Account Number
Telephone Number

Page 2 of 2
January 11, 2008
8335 20 001 0012345
(555) 234-5678

Account Details

01/04	Previous balance	\$121.04
	Payment - Thank you	-121.04
		\$0.00

Monthly Charges

01/21-02/20	Digital Service Package	74.15
	This Package includes: Unlimited Value, Digital Service and A Digital Receiver and A Broadcast Channel Surcharge Of 3.21	
01/21-02/20	Unlimited Phone Bundle	29.95
	This Package includes: Unlimited Domestic Calling, Voice Mail, Advanced Calling Features, \$15 Bundle Savings.	
		\$104.10

Pay-Per-View

02/05	10:10 P.M. Rendition	3.99
		\$3.99

Adjustments

12/21	814-555-1234 Directory Assistance	0.99
		\$0.99

Taxes and Fees

Franchise Fees	6.69
State Sales Tax	6.95
FCC Fee	0.06
E911 Surcharge	1.25
Regulatory Recovery Fee	0.25
PA Phone Excise Tax	2.35
Fed Universal Svc Fee - Domestic	0.63
	\$127.26

Total due by 02/05/2008 \$127.26

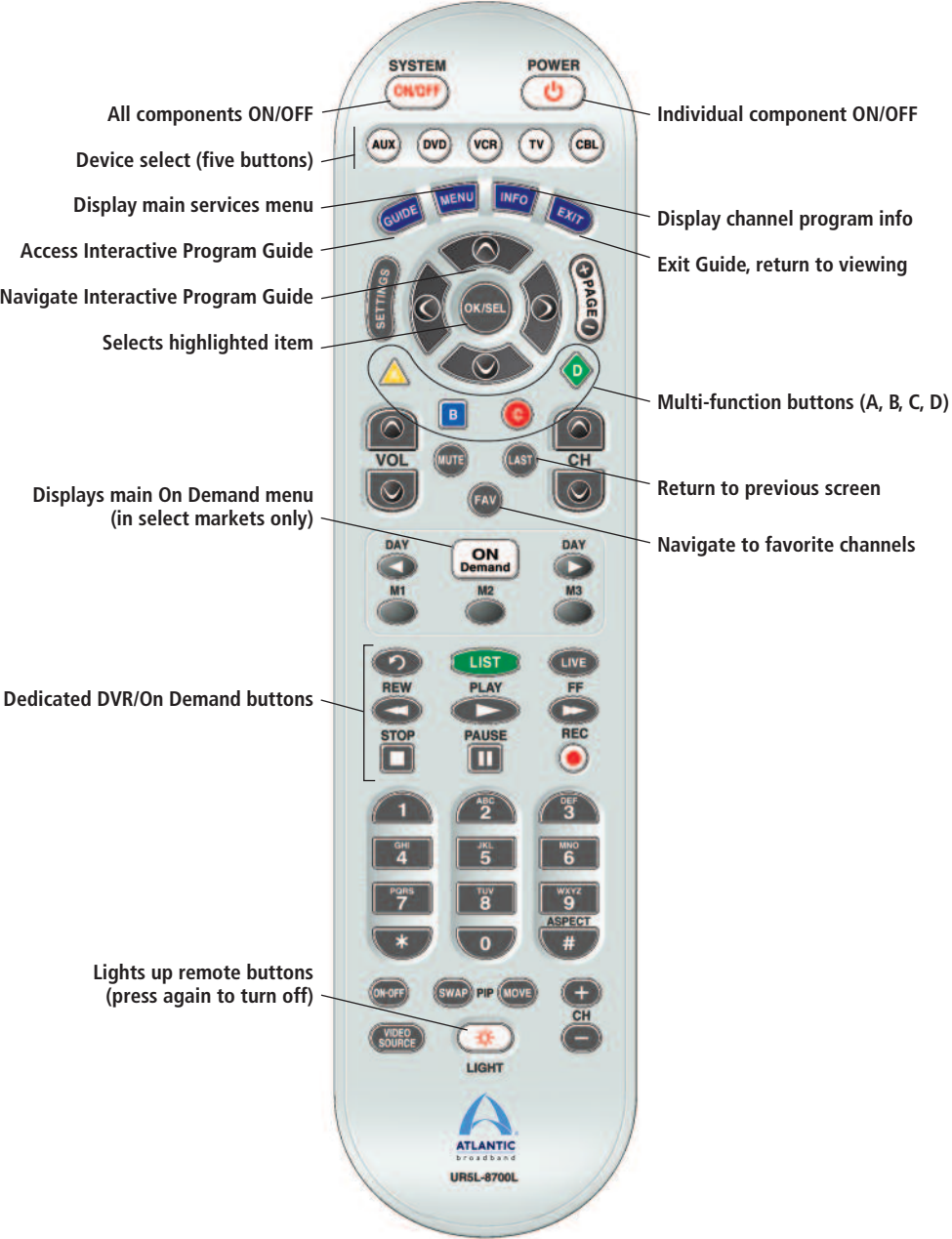
Your Franchise Authority is FCC ID #R0322 Borough Of Code 815 Bedford St., Johnstown, PA 15802 814-335-8445 FCC Consumer Protection Div. 1919 M St NW, Washington, DC 20544 888-225-5

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Has Your Billing Address or Phone Number Changed?

If any of your Atlantic Broadband account information has recently changed, please give us a call at the 800# on the front of your bill so we can update your account.

Atlantic Broadband Digital Video Service Remote Control



Atlantic Broadband Phone Service Quick Reference Guide

Calling Features	To Activate/Access	To Deactivate
Call Waiting	Automatically activated unless deactivated prior to call.	*70
Call Forwarding	*72	*73
Selective Call Forwarding	*63	*83
Speed Dial	*74 (digits 2-9) *75 (digits 20-49)	*84 (digits 2-9) *85 (digits 20-49)
Three-Way Calling	Press the switchhook/flash button. Dial 3 rd participant. Once answered, press the switchhook/flash button again.	Simply hang up to end Three-Way Call. To just disconnect 3 rd participant, press the switchhook/flash button twice briefly.
Automatic Callback	*69	
Do Not Disturb	*53	*54
Caller ID Blocking	*67	Automatically deactivated at end of call.
Voice ¹ mail ¹	Simply dial *86 from your home to: • Set up your Voice¹mail • Create a personalized greeting • Retrieve/save messages • Suspend service to use personal answering machine You can also listen to your Voice ¹ mail messages online via our Online Phone Manager.	
Online Phone Manager	Online Phone Manager lets you quickly and easily: • Manage Voice¹mail settings • Manage your calling features • View your call history Simply go to http://phonemanager.atlanticbb.net . Enter username and password.	



¹Voice¹mail included with Unlimited Phone service, optional for Local Phone Service.

